BlackBerry Curve 8350i Smartphone

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User Guide

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Shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

BlackBerry basics shortcuts

- To move the cursor, roll the trackball.
- To move back a screen, press the **Escape** key.
- To move to a list item or menu item, type the first letter of the item.
- To select or clear a check box, press the **Space** key.
- To view available values in a field, press the **Alt** key.
- To switch applications, hold the **Alt** key and press the **Escape** key. Continue to hold the **Alt** key and highlight an application. Release the **Alt** key.
- To return to the Home screen or application list, press the **End** key.
- To switch between the active notification profile and the Vibrate notification profile, hold the **Q** key.
- To delete a highlighted item, press the **Backspace/Delete** key.

Phone shortcuts

- To change your ring tone, in the phone application, press the **Menu** key. Click **Set Ring Tone**.
- To check your voice mail, press and hold **1**.
- To send an incoming call to voice mail when your BlackBerry® device is inserted in a holster, press and hold the **Volume Down** key.
- To set up speed dial for a contact, on the Home screen or in the phone application, press and hold the key that you would like to assign speed dial to.
- To add an extension to a phone number, press the **Alt** key and the **X** key. Type the extension number.
- To type a letter in a phone number field, press the **Alt** key and the letter key.
- To insert a plus sign (+) when typing a phone number, press the **O** key.
- To turn on the speakerphone during a call, press the **Speakerphone** key. To turn off the speakerphone during a call, press the **Speakerphone** key again.
- If you are using a wireless headset, to stop listening to a call with the headset, press the **Speakerphone** key. To listen to a call using the wireless headset again, press the **Speakerphone** key again.
- If you have multiple phone numbers associated with your device, to switch phone numbers, in the phone application, click your active phone number. Click a phone number.

Message shortcuts

In a message

- To reply to a message, press **R**.
- To reply to all in an email message or a PIN message, press **L**.
- To forward a message, press **F**.
- To file a highlighted email message, press **I**.
- To view the email address of a contact, highlight the contact in the **To** or **From** field. Press **Q**. To view the display name, press **Q** again.
- To move to the last cursor position after you close and reopen a received email message or PIN message, press **G**.

In a message list

- To open a highlighted message, press the **Enter** key.
- To compose a message from a message list, press **C**.
- To mark a message as opened or unopened, press the **Alt** key and **U**.
- To view received messages and received call logs, press the **Alt** key and **I**.
- To view sent messages, press the **Alt** key and **O**.
- To view voice mail messages, press the **Alt** key and **V**.
- To view SMS text messages, press the **Alt** key and **S**.
- To view call logs, press the **Alt** key and **P**.
- To view all your messages, press the **Escape** key.

Move around a message list

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a message list, press **T**.
- To move to the bottom of a message list, press **B**.
- To move to the next date, press **N**.
- To move to the previous date, press **P**.
- To move to the next unopened item, press **U**.
- To move to the next related message, press **J**.
- To move to the previous related message, press **K**.

Attachment shortcuts

- To search for text in an attachment, press **F**.
- To move to the last cursor position after closing and reopening an attachment, press **G**.

In a spreadsheet

- To move to a specific cell, press **G**.
- To view the content of a cell, press the **Space** key.
- To switch worksheets, press **V**. Highlight a worksheet. Press the **Enter** key.
- To view hidden columns or rows, press **H**. To hide the columns or rows, press **H**.

In a presentation

- To switch presentation views, press **M**.

- To move to the next slide when viewing a presentation in slide view, press **N**.
- To move to the previous slide when viewing a presentation in slide view, press **P**.
- To move to the last cursor position after closing and reopening a presentation attachment that you were viewing in text view or in text and slide view, press **G**.

Camera and video camera shortcuts

Depending on your BlackBerry® device, the camera or video camera feature might not be supported.

- To zoom in to a subject before taking a picture, press the **Volume Up** key.
- To zoom out from a subject before taking a picture, press the **Volume Down** key.
- To take a picture, press the **Right Convenience** key.
- To change the size of the viewfinder for a picture, press the **Symbol** key.
- To change the flash mode for a picture or to turn on low-light mode for a video, press the **Space** key.

Media shortcuts

- To pause a song or video, press the **Mute** key. To resume playing a video or song, press the **Mute** key again.
- To play the next song in a category, press **N**.
- To play the previous song in a category, press **P**.
- To play the next song in a playlist, press and hold the **Volume Up** key.
- To play the previous song in a playlist, press and hold the **Volume Down** key.
- To turn on the audio boost feature to amplify the volume for songs, ring tones, and videos, press the **Volume Up** key until you reach the highest volume setting, and then press the **Volume Up** key four times quickly.
- To pan up in a picture, press **2**.
- To pan down in a picture, press **8**.
- To pan right in a picture, press **6**.
- To pan left in a picture, press **4**.
- To return to the center of a picture, press **5**.
- To zoom in to a picture, press **3**. To zoom to the original picture size, press **7**.
- To zoom out from a picture, press **9**. To zoom to the original picture size, press **7**.
- To rotate a picture, press **L**.
- To fit a picture to the screen size, press **1**.

Browser shortcuts

- To insert a period (.) in the web address field, press the **Space** key.

- To insert a slash mark (/) in the web address field, press the **Shift** key and the **Space** key.
- To stop loading a web page, press the **Escape** key.
- To close the browser, press and hold the **Escape** key.

On a web page

- To switch between Column view and Page view, press **Z**.
- To zoom in to a web page, press **I**.
- To zoom out from a web page, press **O**.
- To move to a specific web page, press **G**.
- To return to the home page, press **H**.
- To turn on support for JavaScript, press **J**.
- To open the bookmark list, press **K**.
- To add a bookmark, press **A**.
- To view a list of web pages that you have visited recently, press **Y**.
- To refresh a web page, press **R**.
- To view the web page address for a link, highlight a link. Press **L**.
- To view the web page address for a web page, press **P**.
- To follow a link, highlight or pause on the link. Press the **Enter** key.
- To hide the banner, press **U**. To view the banner, press **U**.
- To open the browser options, in the browser, press **S**.

Navigate a web page

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a web page, press **T**.
- To move to the bottom of a web page, press **B**.

Calendar shortcuts

For shortcuts to work in Day view, in the general calendar options, change the **Enable Quick Entry** field to **No**.

- To schedule an appointment, press **C**.
- To change to Agenda view, press **A**.
- To change to Day view, press **D**.
- To change to Week view, press **W**.
- To change to Month view, press **M**.
- To move to the next day, week, or month, press the **Space** key.
- To move to the previous day, week, or month, press the **Shift** key and the **Space** key.
- To move to the current date, press **T**.
- To move to a specific date, press **G**.

Typing shortcuts

- To insert a period, press the **Space** key twice. The next letter is capitalized.
- To capitalize a letter, hold the letter key until the capitalized letter appears.
- To type the alternate character on a key, press the **Alt** key and the character key.
- To type an accented or special character, hold the letter key and roll the trackball to the left or right. For example, to type ü, hold **U** and roll the trackball to the left until ü appears. Release the letter key when the accented or special character appears.
- To type a number in a number field, press a number key. You do not need to press the Alt key.
- To type a number in a text field, hold the **Alt** key and press the number key.
- To turn on NUM lock, press the **Alt** key and the **Left Shift** key. To turn off NUM lock, press the **Shift** key.
- To turn on CAP lock, press the **Alt** key and the **Right Shift** key. To turn off CAP lock, press the **Shift** key.

Insert symbols

- To insert an at sign (@) or a period (.) in an email address field, press the **Space** key.
- To type a symbol, press the **Symbol** key. Type the letter that appears below the symbol.

Work with text

- To highlight a line of text, press the **Shift** key and roll the trackball up or down.
- To highlight text character by character, hold the **Shift** key and roll the trackball left or right.
- To cancel a text selection, press the **Escape** key.
- To cut highlighted text when typing, press the **Shift** key and the **Backspace/Delete** key.
- To copy highlighted text when typing, press the **Alt** key and click the trackball.
- To paste highlighted text when typing, press the **Shift** key and click the trackball.

Search shortcuts

- To search for a contact in a list of contacts, type the contact name or initials separated by a space.
- To search for text in a message, press **S**.
- To search for text in an attachment or on a web page, press **F**.
- To search for text in a presentation, you must view the presentation in text view or in text and slide view. Press **F**.

Map shortcuts

- To zoom in to a map, press **I**.
- To zoom out from a map, press **O**.
- To move to the next direction on a route, press **N**.
- To move to the previous direction on a route, press **P**.

- To view status information at the top of a map, press **U**. To hide status information at the top of a map, press **U** again.
- To view tracking information at the bottom of a map while you are tracking your movement, press the **Space** key. To hide tracking information at the bottom of a map, press the **Space** key again.

Phone

Phone basics

Find your phone number

Perform one of the following actions:

- To view your active phone number, from the Home screen, press the **Send** key. Your active phone number appears beside the My Number field at the top of the screen.
- If you have multiple phone numbers associated with your BlackBerry® device, to view a list of your phone numbers, from the Home screen, press the **Send** key. Click the **My Number** field at the top of the screen. If your wireless service plan supports SMS text and MMS messaging, the first phone number in the list is the phone number that you use to send and receive SMS text and MMS messages.

Make a call

1. From the Home screen or in the phone application, perform one of the following actions:
   - Type a phone number.
   - Type part of a contact name. Highlight a contact or phone number.
2. Press the key.

To end the call, press the key.

Related topics

Add a pause or a wait to a phone number, 123

Answer a second call

Depending on your wireless service provider and wireless network, this feature might not be supported.

1. During a call, press the **Menu** key.
2. Perform one of the following actions:
   - To answer the incoming call and place the current call on hold, click **Answer - Hold Current**.
   - To answer the incoming call and end the current call, click **Answer - Drop Current**.

To return to the first call, press the **Menu** key. Click **Swap** or **Flash**.

Mute a call

During a call, press the **Mute** key on the top of your device.

To turn off mute, press the **Mute** key again.

Place a call on hold

If your BlackBerry® device is connected to a CDMA network, you cannot place a call on hold.

1. During a call, press the **Menu** key.
2. Click **Hold**.

To resume a call, press the **Menu** key. Click **Resume**.

Related topics

Make a conference call, 21

Turn on the speakerphone

During a call, press the **Speakerphone** key on the keyboard.

Do not hold the BlackBerry® device near your ear while you use the speakerphone. Hearing damage can occur. For more information, see the *Safety and Product Information* booklet for your device.

To turn off the speakerphone, press the **Speakerphone** key again.

Related topics

Bluetooth technology, 183

Dial an extension

1. Press the **X** key.
2. Type the extension number.

Dial using numbers or letters

When you type a letter in a phone number, your BlackBerry® device dials the number that is associated with the letter on a conventional phone keypad.

- To type a number, press a number key.
- To type a letter, press and hold the **Alt** key. Press the letter key.

Switch applications during a call

1. During a call, press the **Menu** key.
2. Click **Home Screen**.

Note: If you switch to a different application and you want to end the call, press the **End** key.

Make a call when your device is locked

To perform this task, you must turn on dialing from the Lock screen.

1. From the Lock screen, press the **Menu** key.
2. Click **Place Call**.
3. Perform one of the following actions:
   - Type a phone number.
   - Type part of a contact name. Click a contact or phone number.
4. Press the **Send** key.

To end the call, press the **End** key.

Related topics

Turn on dialing from the Lock screen, 27

About using a headset

You can purchase an optional headset to use with your BlackBerry® device.

If you use a headset, you can use a headset button to answer or end a call, or to turn on or turn off mute during a call. Depending on your device model, you might be able to use a headset button to make a call using a voice command.

Depending on your headset, you might also be able to use a headset button to pause, resume, skip, or adjust the volume of audio or video files.

For more information about using the headset, see the documentation that came with your headset.

Emergency calls

About emergency calls

If you are outside of a wireless coverage area and the SOS wireless coverage indicator appears, you can only call emergency numbers. Your BlackBerry® device is designed to allow emergency calls even when your device is locked. Depending on your device model and the wireless network that your device is connected to, your device is also designed to allow emergency calls when the SIM card is not inserted. If the connection to the wireless network is turned off when you initiate an emergency call, your device is designed to connect to the wireless network automatically.

You can only make emergency calls by typing official emergency access numbers (for example, 911 or 112).

Note: You should not rely on any wireless device for essential communications, including medical emergencies. Emergency numbers may vary by location and emergency calls may be blocked or impeded by network, environmental, or interference issues.

Make an emergency call

Perform one of the following actions:

- If your keyboard or BlackBerry® device is unlocked, in the phone application, type the emergency number. Press the **Send** key. If the country you are in supports multiple emergency numbers, your device connects you to the primary emergency number.
- If your keyboard is locked, type the emergency number. Press the **Send** key.

- If your device is locked, press the **Menu** key. Click **Emergency Call**. Click **Yes**.If the country you are in supports multiple emergency numbers, your device connects you to the primary emergency number.

About GPS technology

Depending on your wireless service provider, this feature might not be supported.

You can use GPS technology on your BlackBerry® device to get your GPS location and to use location-based applications and location-based services. Location-based applications can use your GPS location to provide you with information such as driving directions.

If your device does not have an internal GPS receiver or your wireless service provider does not support location-based services and you want to use GPS technology, you can pair your BlackBerry device with a Bluetooth® enabled GPS receiver. For more information, contact your wireless service provider.

If your device is connected to a CDMA network and you make an emergency call or your device is in Emergency Callback Mode, an emergency operator might be able to use GPS technology to estimate your location.
Note: In an emergency, always provide the emergency operator with as much information as possible. Emergency operators might not be able to estimate your location using only GPS technology.

Turn on GPS technology

Depending on your BlackBerry® device model and wireless network, this feature might not be supported.

The GPS options that appear on your device might differ slightly from the options that appear in this task.

1. On the Home screen, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **GPS**.
4. Change the **GPS Services** field to **Location On**.
5. Press the **Menu** key.
6. Click **Save**.

To turn off GPS technology, change the **GPS Services** field to **Location Off**.

Volume

Adjust the volume

- To increase the volume, press the **Volume Up** key.
- To decrease the volume, press the **Volume Down** key.

Change the default volume for calls

You can increase or decrease the default volume for calls. The higher the volume percentage, the louder the volume.

1. In the phone application, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Change the **Default Call Volume** field.
5. Press the **Menu** key.
6. Click **Save**.

Voice mail

Check your voice mail

Depending on your theme, you might be able to check your voice mail from the Home screen.

1. In the phone application, press the **Menu** key.
2. Click **Call Voice Mail**.

Change the voice mail access number

If a voice mail access number is not already set on your BlackBerry® device, you can type the access number for a different voice mail system.

1. In the phone application, press the **Menu** key.
2. Click **Options**.
3. Click **Voice Mail**.
4. Type a voice mail access number and a password.
5. Press the **Menu** key.
6. Click **Save**.

Speed dial

Set up speed dial for a contact

1. In the phone application, press the **Menu** key.
2. Click **View Speed Dial List**.
3. Click an unassigned key.
4. Click **New Speed Dial**.
5. Click a contact.

To make a call using speed dial, in the phone application, on the Home screen, in a message, or in a message list, hold the key that you assigned to the contact.

Change the contact assigned to a speed dial key

1. In the phone application, press the **Menu** key.
2. Click **View Speed Dial List**.
3. Highlight a contact or phone number.
4. Press the **Menu** key.
5. Perform one of the following actions:
   - To change the contact that is assigned to a speed dial key, click **Edit**. Click a new contact.
   - To assign the contact to a different speed dial key, click **Move**. Click a new speed dial key.
   - To delete the contact from the speed dial list, click **Delete**.

Voice dialing

Make a call using a voice command

To perform this task with a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, the paired Bluetooth enabled device must support this feature and you must turn on Bluetooth technology.

You cannot make calls to emergency numbers using voice commands.

1. In the voice dialing application, wait for the sound.
2. Say "**Call**" and a contact name or phone number.

To end the call, press the **End** key.

Dial an extension using a voice command

To perform this task, you must set options for dialing extensions.

You can dial extensions only within your company.

Say "**Call extension**" and the extension number.

Related topics

Set options for dialing extensions, 26

Check a status using a voice command

You can check your active phone number, the wireless coverage level, and the battery power level using a voice command.

1. In the voice dialing application, wait for the sound.
2. Perform any of the following actions:

- To check your active phone number, say "**Check my phone number**."
- To check the wireless coverage level, say "**Check coverage**."
- To check the battery power level, say "**Check battery**."

Change the voice dialing language

To perform this task, you must have more than one language on your BlackBerry® device. For more information, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Change the **Voice Dialing Language** field.
4. Press the **Menu** key.
5. Click **Save**.

Turn off choice lists for voice commands

If your BlackBerry® device identifies more than one possible match to a voice command, your device presents you with a list of possible matches, or a choice list. You can turn off choice lists so that your device always selects the best match and dials the phone number automatically.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Voice Dialing**.
3. Set the **Choice Lists** field to **Always Off**.
4. Press the **Menu** key.
5. Click **Save**.

Turn off voice prompts

After you say a command, you might be prompted for further information or clarification. You can turn off voice prompts using a voice command.

1. In the voice dialing application, wait for the sound.
2. Say "**Turn prompts off**."

To turn on voice prompts again, say "**Turn prompts on**."

Set playback options for voice dialing

After you say the phone number or contact that you want to call, your BlackBerry® device plays your choice back for you. You can set different playback options.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Voice Dialing**.
3. Perform any of the following actions:
   - To turn off playback for phone numbers, set the **Digit Playback** field to **Disabled**.
   - To turn off playback for contacts, set the **Name Playback** field to **Disabled**.
   - To set how quickly playback for contacts occurs, set the **Name Playback Speed** field.
   - To set the playback volume for contacts, set the **Name Playback Volume** field.

4. Press the **Menu** key.
5. Click **Save**.

Set the matching sensitivity level for voice commands

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Voice Dialing**.
3. Perform one of the following actions:
   - To increase matches, set the **Sensitivity** field closer to **Reject Less**.
   - To reduce the number of incorrect matches, set the **Sensitivity** field closer to **Reject More**.
4. Press the **Menu** key.
5. Click **Save**.

Related topics

My device does not recognize names or numbers in voice commands, 31

Improve voice recognition of numbers

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Voice Dialing**.
3. Press the **Menu** key.
4. Click **Adapt Digits**.
5. Complete the instructions on the screen.

Related topics

My device does not recognize names or numbers in voice commands, 31

Conference calls

About conference calls

You can create two types of conference calls with your BlackBerry® device. If your organization or a conferencing service has provided you with a conference call bridge number, you can create conference call meetings in the calendar on your device or computer. Conference call meetings allow participants who have a BlackBerry device to enter the conference call meeting with a one-touch Join Now option, if this feature is supported on their device, so that they do not have to dial the conference call bridge number and access codes. If you do not have a conference call bridge number, you can create a conference call by calling other contacts and joining the calls together.

Make a conference call

1. During a call, press the **Send** key.
2. Type a phone number or highlight a contact.
3. Press the **Send** key.

4. During the second call, press the **Menu** key.
5. Click **Join**.

Note: When you add more than two numbers to a conference call, place the conference call on hold before you call the next phone number or contact.

Related topics
Place a call on hold, 15

Create a phone number link for a conference call

1. Type a phone number for the conference call bridge.
2. Type **X** and the access code.

Leave a conference call

You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar.

If you make a conference call, you can leave the conference call and the call continues without you. Depending on your wireless service provider, this feature might not be supported.

1. During a conference call, press the **Menu** key.
2. Click **Transfer** or **Flash**.

Call logs

About call logs

A call log includes the date of your phone call, the phone number, and the estimated duration of the call. For more information about the exact duration of a call, contact your wireless service provider.

You can view call logs in the phone application or, depending on how you set your call logging options, you can view call logs in the messages application. You can also add notes to call logs or send call logs as email messages. Depending on your theme, missed calls might also appear on the Home screen. Unless you delete a call log, it is stored on your BlackBerry® device for 30 days.

View call logs in a message list

1. In the phone application, press the **Menu** key.
2. Click **Options**.
3. Click **Call Logging**.
4. Select an option for a call log type.

To hide call logs in a message list, select the **None** option.

Add notes to a call log

1. In the phone application, highlight a call log.
2. Press the **Menu** key.
3. Click **View History**.
4. Press the **Menu** key.
5. Click **Add Notes**.
6. Type call notes.
7. Press the **Menu** key.
8. Click **Save**.

Change call log notes

1. In the phone application, highlight a call log.
2. Press the **Menu** key.
3. Click **View History**.
4. Press the **Menu** key.
5. Click **Edit Notes**.
6. Change the call notes.
7. Press the **Menu** key.
8. Click **Save**.

Send a call log

1. In the phone application, highlight a call log.
2. Press the **Menu** key.
3. Click **View History**.
4. Press the **Menu** key.
5. Click **Forward**.

Delete call log notes

1. In the phone application, highlight a call log.
2. Press the **Menu** key.
3. Click **View History**.
4. Press the **Menu** key.
5. Click **Edit Notes**.
6. Press the **Menu** key.
7. Click **Clear Field**.
8. Press the **Menu** key.
9. Click **Save**.

Call waiting

Turn on call waiting

To perform this task, your wireless service provider must set up your SIM card or BlackBerry® device for this service.

1. In the phone application, press the **Menu** key.
2. Click **Options**.
3. Click **Call Waiting**.
4. Change the **Call Waiting Enabled** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

To turn off call waiting, change the **Call Waiting Enabled** field to **No**.

Call forwarding

Related topics
I cannot make or receive calls, 30

About call forwarding

Depending on your wireless service provider, one or more call forwarding phone numbers might already be available on your SIM card or BlackBerry® device. You might not be able to change or delete these phone numbers or add new ones.

For more information, contact your wireless service provider.

Forward calls

To perform this task, your wireless service provider must set up your SIM card or BlackBerry® device for this service.

1. In the phone application, press the **Menu** key.
2. Click **Options**.
3. Click **Call Forwarding**.
4. Perform one of the following actions:
   - To forward all calls to a call forwarding number, select the **Forward All Calls** option. Change the **Forward All Calls** field to a call forwarding number.
   - To forward unanswered calls only, verify that the **Forward All Calls** field is set to **Do Not Forward**. Change the **If Busy**, **If No Reply**, and **If Not Reachable** fields to a call forwarding number.
5. Press the **Menu** key.

6. Click **Save**.

To stop forwarding calls, change the **Forward All Calls** field to **Do Not Forward**.

Add a call forwarding phone number

To perform this task, your wireless service provider must set up your SIM card or BlackBerry® device for this service.

1. In the phone application, press the **Menu** key.
2. Click **Options**.
3. Click **Call Forwarding**.
4. Press the **Menu** key.
5. Click **New Number**.
6. Type a phone number.
7. Press the **Enter** key.
8. Press the **Menu** key.
9. Click **Close**.

Change a call forwarding phone number

You can only change call forwarding phone numbers that you have added.

1. In the phone application, press the **Menu** key.
2. Click **Options**.
3. Click **Call Forwarding**.
4. Press the **Menu** key.
5. Click **Edit Numbers**.
6. Highlight a phone number.
7. Press the **Menu** key.
8. Click **Edit**.
9. Change the phone number.
10. Press the **Enter** key.

Delete a call forwarding phone number

You can only delete call forwarding phone numbers that you have added.

1. In the phone application, press the **Menu** key.
2. Click **Options**.
3. Click **Call Forwarding**.
4. Press the **Menu** key.
5. Click **Edit Numbers**.
6. Click a phone number.
7. Click **Delete**.

Smart dialing

About smart dialing

You can change smart-dialing options to specify a default country code and area code for phone numbers. If you specify a default country code and area code, when you make calls, you only need to dial a country code and area code when the codes differ from the codes that you specified in the smart-dialing options.

Depending on your BlackBerry® device model, in the smart-dialing options, you can also specify the main phone number for an organization that you call frequently. If you specify a phone number for an organization, you can call a contact at the organization quickly by dialing the contact's extension only. Likewise, when you add a contact from the organization to your contact list, you only need to type the contact's extension.

Set the default country code and area code

1. In the phone application, press the **Menu** key.
2. Click **Options**.
3. Click **Smart Dialing**.
4. Set the **Country Code** and **Area Code** fields.
5. In the **National Number Length** field, set the default length for phone numbers in your country.
6. Press the **Menu** key.
7. Click **Save**.

Note: When you calculate the default length for phone numbers, include your area code and local number, but do not include your country code or the National Direct Dialing prefix.

Set options for dialing extensions

1. In the phone application, press the **Menu** key.
2. Click **Options**.
3. Click **Smart Dialing**.
4. In the **Number** field, type the main phone number for an organization.
5. In the **Wait For** field, set how long your BlackBerry® device waits before dialing an extension.
6. In the **Extension Length** field, set the default length for extensions.
7. Press the **Menu** key.
8. Click **Save**.

TTY support

Depending on your wireless service provider, this feature might not be supported.

About TTY support

When you turn on TTY support and you connect your BlackBerry® device to a TTY device that operates at 45.45 bits per second, you can make calls to and receive calls from TTY devices. Your BlackBerry device is designed to convert received calls to text that you can read on your TTY device.

If your TTY device is designed for use with a 2.5-mm headset jack, you must use an adapter accessory to connect your TTY device to your BlackBerry device. To get an adapter accessory that Research In Motion has approved for use with your BlackBerry device, visit www.shopblackberry.com.

Turn on TTY support

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **TTY**.
5. Change the **TTY Mode** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

A TTY indicator appears in the device status section of the screen.

To turn off TTY support, change the **TTY Mode** field to **No**.

Phone options

Turn on dialing from the Lock screen

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Set the **Allow Outgoing Calls While Locked** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Related topics

Make a call when your device is locked, 15

Sort phone numbers or contacts on the Phone screen

1. In the phone application, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
   - To sort phone numbers or contacts by frequency of use, change the **Phone List View** field to **Most Used**.
   - To sort contacts alphabetically by contact name, change the **Phone List View** field to **Name**.
   - To sort phone numbers or contacts by recency of use, change the **Phone List View** field to **Most Recent**.
5. Press the **Menu** key.
6. Click **Save**.

To sort phone numbers or contacts by call logs again, change the **Phone List View** field to **Call Log**.

Hide or display your phone number when you make calls

The wireless network can override the option that you choose.

1. In the phone application, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
   - To request that your phone number is hidden, change the **Restrict My Identity** field to **Always**.
   - To request that your phone number is displayed, change the **Restrict My Identity** field to **Never**.
   - To request that the network decide whether to hide or display your phone number, change the **Restrict My Identity** field to **Network Determined**.
5. Press the **Menu** key.
6. Click **Save**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click an application icon.
2. In an application, press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Confirm Delete** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

Stop ending calls when you insert your device in the holster

1. In the phone application, press the **Menu** key.

2. Click **Options**.
3. Click **General Options**.
4. Change the **Auto End Calls** field to **Never**.
5. Press the **Menu** key.
6. Click **Save**.

Answer calls automatically when you remove your device from the holster

1. In the phone application, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Change the **Auto Answer Calls** field to **Out Of Holster**.
5. Press the **Menu** key.
6. Click **Save**.

Reset a call timer

A call timer provides the estimated duration of calls. For more information about the exact duration of a call, contact your wireless service provider.

1. In the phone application, press the **Menu** key.
2. Click **Status**.
3. Click **Last Call** or **Total Calls**.
4. Click **Clear Timer**.
5. Press the **Menu** key.
6. Click **Save**.

Phone shortcuts

- To change your ring tone, in the phone application, press the **Menu** key. Click **Set Ring Tone**.
- To check your voice mail, press and hold **1**.
- To send an incoming call to voice mail when your BlackBerry® device is inserted in a holster, press and hold the **Volume Down** key.
- To set up speed dial for a contact, on the Home screen or in the phone application, press and hold the key that you would like to assign speed dial to.
- To add an extension to a phone number, press the **Alt** key and the **X** key. Type the extension number.
- To type a letter in a phone number field, press the **Alt** key and the letter key.
- To insert a plus sign (+) when typing a phone number, press the **O** key.
- To turn on the speakerphone during a call, press the **Speakerphone** key. To turn off the speakerphone during a call, press the **Speakerphone** key again.
- If you are using a wireless headset, to stop listening to a call with the headset, press the **Speakerphone** key. To listen to a call using the wireless headset again, press the **Speakerphone** key again.

- If you have multiple phone numbers associated with your device, to switch phone numbers, in the phone application, click your active phone number. Click a phone number.

Phone troubleshooting

I cannot make or receive calls

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your wireless service plan includes phone or voice services.
- If you cannot make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.
- If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you are not receiving calls, verify that call blocking and call forwarding are turned off.
- Your device or your SIM card might support more than one phone number, even if you only have one phone number. Verify that your phone number is set as your active phone number.
- If you have more than one phone number associated with your device, verify that the phone number that you want to make calls from and receive calls to is set as your active phone number.

Related topics

Call forwarding, 24

I cannot check my voice mail

Try performing the following actions:

- If you have more than one phone number associated with your BlackBerry® device and you are trying to check your voice mail using a shortcut key, your device calls the voice mail access number for your active phone number. Check the voice mail for your alternate phone number.
- You need a voice mail access number to check your voice mail. To obtain a voice mail access number, contact your wireless service provider or administrator.

I cannot make calls using a voice command

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry device.
- Verify that your keyboard is unlocked.
- Verify that the language that you use to say voice commands is the same as the voice dialing language that you have set in the language options. Certain languages might not be supported.

Related topics
Change the voice dialing language, 20
Lock the keyboard, 225
Bluetooth technology, 183

My device does not recognize names or numbers in voice commands

Try performing the following actions:

- Say the first name and the last name of your contact.
- If your BlackBerry® device does not often identify matches, set the matching sensitivity level to reject less.
- If your device often identifies incorrect matches, set the matching sensitivity level to reject more.
- Improve voice recognition of numbers.

Related topics
Improve voice recognition of numbers, 21
Set the matching sensitivity level for voice commands, 21

I cannot make a conference call

If your BlackBerry® device is associated with a BlackBerry® MVS Client phone number, you cannot join a call that you make or receive using your BlackBerry MVS Client phone number with a call that you make or receive using the phone number provided by your wireless service provider.

Some features are not available on my device

The availability of certain features on your BlackBerry® device might be affected based on various items such as your device model and wireless service plan.

If your email account uses a BlackBerry® Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If an administrator has set an option for you, a red lock indicator appears beside the option field.

For more information about the features that are available on your device, contact your wireless service provider or administrator, or visit www.blackberry.com/go/devices.

Messages

Message basics

Composing messages

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. In a message, calendar entry, task, or memo, press the **Menu** key.
2. Click **Check Spelling**.
3. Perform any of the following actions:
   - To accept the suggested spelling, click a word in the list that appears.
   - To ignore the suggested spelling, press the **Escape** key.
   - To ignore all instances of the suggested spelling, press the **Menu** key. Click **Ignore All**.
   - To add the word to the custom dictionary, press the **Menu** key. Click **Add To Dictionary**.
   - To stop checking spelling, press the **Menu** key. Click **Cancel Spell Check**.

Save a draft of a message

1. When composing a message, press the **Menu** key.
2. Click **Save Draft**.

Set the importance level for a message

You can set the importance level for an email message, PIN message, or MMS message.

1. When composing a message, press the **Menu** key.
2. Click **Options**.
3. Set the **Importance** field.
4. Press the **Menu** key.
5. Click **Save**.

Blind carbon copy a contact

You can blind carbon copy a contact in an email message, a PIN message, or an MMS message.

1. When composing a message, press the **Menu** key.
2. Click **Add Bcc**.

Attach a contact to a message

You can attach a contact to an email message, a PIN message, or an MMS message.

1. When composing a message, press the **Menu** key.

2. Click **Attach Address** or **Attach Contact**.
3. Click a contact.

Add a signature

To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator. If you use the BlackBerry® Internet Service, see the *BlackBerry Internet Service Online Help* for more information.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Set the **Use Auto Signature** field to **Yes**.
7. In the text box that appears, type a signature.
8. Press the **Menu** key.
9. Click **Save**.

Your signature is added to email messages after you send them.

Delete the disclaimer from an email message

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature, the BlackBerry Enterprise Server might add a disclaimer to email messages after you send them.

1. When composing an email message, press the **Menu** key.
2. Click **Remove Disclaimer**.

To add the disclaimer again, press the **Menu** key. Click **Add Disclaimer**.

Create a link for a PIN

You can create a link for a PIN in messages, calendar entries, tasks, or memos. If you click the link, you can send a PIN message.

When typing text, type **pin:** and the PIN.

Sending messages

Send an email message

1. On the Home screen, click the **Messages** icon.
2. Press the key.
3. Click **Compose Email**.
4. In the **To** field, perform one of the following actions:
   - Type an email address.

- Type a contact name.
- Type part of a contact name. Click a contact.

5. Type a message.
6. Press the key.
7. Click **Send**.

Related topics

Search for contacts in your organization's address book, 123
Mailing lists, 125

Send a PIN message

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Compose PIN**.
4. In the **To** field, perform one of the following actions:
   - Type a PIN. Press the **Enter** key.
   - Type a contact name. Press the **Enter** key.
   - Type part of a contact name. Click a contact.
5. Type a message.
6. Press the **Menu** key.
7. Click **Send**.

Related topics

Mailing lists, 125

Send an SMS text message

Depending on your wireless service provider and wireless network, this feature might not be supported.

You can send an SMS text message to up to ten recipients.

1. On the Home screen, click the **Messages** icon.
2. Press the key.
3. Click **Compose SMS**.
4. In the **To** field, perform one of the following actions:
   - Type an SMS phone number (include the country code and area code).
   - Type a contact name.
   - Type part of a contact name. Click a contact.
   - If your device is connected to a CDMA network, you can type an email address.
5. Type a message.
6. Press the key.
7. Click **Send**.

Send an MMS message

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Messages** icon.
2. Press the key.
3. Click **Compose MMS**.
4. Perform one of the following actions:
   - If the contact is not in your contact list, click **[Use Once]**. Click **Email** or **Phone**. Type an email address or an MMS phone number. Press the **Enter** key.
   - If the contact is in your contact list, click a contact. Click an email address or phone number.
5. Type a message.
6. Press the key.
7. Click **Send**.

Related topics

Mailing lists, 125
View the size of an MMS message before sending it, 51

Reply to a message

1. In a message, press the **Menu** key.
2. Click **Reply** or **Reply to All**.

Forward a message

You cannot forward MMS messages that contain content that is copyright protected.

1. In a message, press the **Menu** key.
2. Perform one of the following actions:
   - Click **Forward**.
   - Click **Forward As**. Click a message type.

Resend a message

You cannot change an SMS text message or MMS message before you resend it.

1. In a sent message, press the **Menu** key.
2. Perform one of the following actions:
   - To change the message, click **Edit**. Change the message. Press the **Menu** key. Click **Send**.
   - To change the recipients, click **Edit**. Highlight a contact. Press the **Menu** key. Click **Change Address**. Click a new contact. Press the **Menu** key. Click **Send**.
   - To resend the message without changing it, click **Resend**.

Stop a message from sending

You can stop a message from sending only if a clock icon appears beside the message.

1. On the Home screen, click the **Messages** icon.

2. Highlight the message.
3. Press the **Menu** key.
4. Click **Delete**.

Managing messages

Open a message

If your BlackBerry® device is associated with more than one email address, you might be able to open messages from the message list for a specific email address.

1. On the Home screen, click the **Messages** icon.
2. Click a message.

If you open an MMS message and the content does not appear, press the **Menu** key. Click **Retrieve**.

Save a message

1. In a message, press the **Menu** key.
2. Click **Save**.

Search for text in a message, in an attachment, or on a web page

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in an attachment, or on a web page, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

Mark a message as opened or unopened

1. On the Home screen, click the **Messages** icon.
2. Perform one of the following actions:
   - Highlight a message. Press the **Menu** key. Click **Mark Opened** or **Mark Unopened**.
   - Highlight a date field. Press the **Menu** key. Click **Mark Prior Opened**. Click **Mark Opened**.

View an address instead of a display name

1. In a message, click a contact.
2. Click **Show Address**.

To view the display name again, click a contact. Click **Show Name**.

View messages in a specific folder

You can view email messages and MMS messages in a specific folder.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **View Folder**.
4. Click a folder.

Delete a message

1. In a message, press the **Menu** key.
2. Click **Delete**.

Delete multiple messages

1. On the Home screen, click the **Messages** icon.
2. Perform one of the following actions:
   - To delete a range of messages, highlight a message. Press and hold the **Shift** key. Roll the trackball up or down. Release the **Shift** key. Press the **Menu** key. Click **Delete Messages**.
   - To delete all messages prior to a certain date, highlight a date field. Press the **Menu** key. Click **Delete Prior**. Click **Delete**.

Note: Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

Email messages

Email message basics

Send an email message

1. On the Home screen, click the **Messages** icon.
2. Press the key.
3. Click **Compose Email**.
4. In the **To** field, perform one of the following actions:
   - Type an email address.
   - Type a contact name.
   - Type part of a contact name. Click a contact.
5. Type a message.
6. Press the key.
7. Click **Send**.

Related topics
Search for contacts in your organization's address book, 123
Mailing lists, 125

Delete the original text from a reply message

1. When replying to a message, press the **Menu** key.
2. Click **Delete Original Text**.

File an email message

To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Highlight an email message.
3. Press the **Menu** key.
4. Click **File**.
5. Highlight a message folder.
6. Press the **Menu** key.
7. Click **File**.

Related topics
Reconcile email messages over the wireless network, 178

Add, change, or delete an email message folder

You can add, change, or delete email message folders in the email application on your computer. If wireless email reconciliation is turned on, your BlackBerry® device receives changes that you make to the email message folders on your computer over the wireless network.

If wireless email reconciliation is turned off or is not available for your device, reconcile the changes using the email settings tool of the BlackBerry® Desktop Manager. For more information about email reconciliation, see the *BlackBerry Desktop Software Online Help*.

Forward messages from a specific email message folder to your device

To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Press the **Menu** key.
7. Click **Folder Redirection**.
8. Select the check box beside an email message folder.
9. Press the **Menu** key.

10. Click **Save**.

Note: If you click the Select All menu item, all email messages, including email messages that appear in the sent items folder in the email application on your computer, appear on your device.

Related topics

Stop storing messages sent from your computer on your device, 39
Add, change, or delete an email message folder, 38

Stop storing messages sent from your device on your computer

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Save Copy In Sent Folder** field to **No**.
7. Press the **Menu** key.
8. Click **Save**.

Stop storing messages sent from your computer on your device

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Press the **Menu** key.
7. Click **Folder Redirection**.
8. Clear the check box beside the **Sent Items** folder.
9. Press the **Menu** key.
10. Click **Save**.

Email message filters

About email message filters

You can create email message filters to specify which email messages are forwarded to your BlackBerry® device and which remain in the email application on your computer.

Email message filters are applied to email messages based on the order in which they appear in your list of email message filters. If you create multiple email message filters that could apply to the same email message, you must decide which one should be applied first by placing that filter higher in the list.

Create an email message filter

To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator. If you use the BlackBerry® Internet Service, see the *BlackBerry Internet Service Online Help* for more information.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Filters**.
5. Press the **Menu** key.
6. Click **New**.
7. Type a name for the email message filter.
8. Set the email message filter options.
9. Press the **Menu** key.
10. Click **Save**.

Create an email message filter based on a contact or subject

1. On the Home screen, click the **Messages** icon.
2. Highlight an email message.
3. Press the **Menu** key.
4. Click **Filter Sender** or **Filter Subject**.
5. Type a name for the email message filter.
6. Set the email message filter options.
7. Press the **Menu** key.
8. Click **Save**.

Options for email message filters

From:

Specify one or more contacts or email addresses that the email message filter should search for in the From field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all contacts or email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address.

Sent To:

Specify one or more contacts or email addresses that the email message filter should search for in the Sent To field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all contacts or email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address.

Sent directly to me:

Set whether the email message filter applies to email messages that include your email address in the To field.

CC to me:
Set whether the email message filter applies to email messages that include your email address in the CC field.

BCC to me:
Set whether the email message filter applies to email messages that include your email address in the BCC field.

Importance:
Set the importance level of email messages that the email message filter applies to.

Sensitivity:
Set the sensitivity level of email messages that the email message filter applies to.

Action:
Set whether email messages that the email message filter applies to are forwarded to your BlackBerry® device. If email messages are forwarded, specify whether they are forwarded with high importance or with the email message header only.

Turn on an email message filter

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Filters**.
5. Select the check box beside an email message filter.
6. Press the **Menu** key.
7. Click **Save**.

Change an email message filter

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Filters**.
5. Highlight an email message filter.
6. Press the **Menu** key.
7. Click **Edit**.
8. Change the options for the email message filter.
9. Press the **Menu** key.
10. Click **Save**.

Prioritize email message filters

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Filters**.

5. Highlight an email message filter.
6. Press the **Menu** key.
7. Click **Move**.
8. Click the new location.

Delete an email message filter

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Filters**.
5. Highlight an email message filter.
6. Press the **Menu** key.
7. Click **Delete**.

Email message options

Check spelling automatically before sending email messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Spell Check**.
3. Select the **Spell Check Email Before Sending** option.
4. Press the **Menu** key.
5. Click **Save**.

Set an out-of-office reply

To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Use Out Of Office Reply** field to **Yes**.
7. In the text box that appears, type a reply.
8. If you use IBM® Lotus Notes®, in the **Until** field, set the date on which the out-of-office reply should turn off.
9. Press the **Menu** key.
10. Click **Save**.

To turn off the out-of-office reply, change the **Use Out Of Office Reply** field to **No**.

Request delivery or read confirmation for email messages

Depending on your wireless service provider, this feature might not be supported.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field to the email account that uses the BlackBerry Internet Service.
6. Perform any of the following actions:
   - To send read notification when a sender requests it, change the **Send Read Receipts** field.
   - To request delivery or read notification when you send email messages, change the **Confirm Delivery** and **Confirm Read** fields.
7. Press the **Menu** key.
8. Click **Save**.

View email messages in plain text format

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Enable HTML Email** field to **No**.
7. Press the **Menu** key.
8. Click **Save**.

Stop loading pictures in HTML email messages

By default, your BlackBerry® device automatically downloads and displays inline pictures that are embedded in HTML email messages.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Download Images Automatically** field to **No**.
7. Press the **Menu** key.
8. Click **Save**.

To view pictures in an HTML email message, press the **Menu** key. Click **Get Images**.

Hide filed email messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.

3. Click **Options**.
4. Click **General Options**.
5. Change the **Hide Filed Messages** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

Receive only the first section of long email messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Auto More** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

To download more of an email message, press the **Menu** key. Click **More** or **More All**.

Change the email address that you use to send messages or meeting invitations

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Messaging (CMIME)** field or the **Calendar (CICAL)** field.
5. Press the **Menu** key.
6. Click **Save**.

Stop forwarding email messages to your device

To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Send Email to Handheld** field to **No**.
7. Press the **Menu** key.
8. Click **Save**.

To forward email messages to your device again, change the **Send Email to Handheld** field to **Yes**.

PIN messages

About PIN messages

A PIN uniquely identifies BlackBerry® devices and BlackBerry enabled devices on the wireless network. If you have contacts who use a BlackBerry device or a BlackBerry enabled device and you know their PIN, you can send them PIN messages. PIN messages are not routed through your email account.

When your PIN message is delivered to the recipient, in a message list, a D appears with a check mark beside the PIN message.

Find your PIN

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Status**.

Send a PIN message

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Compose PIN**.
4. In the **To** field, perform one of the following actions:
   - Type a PIN. Press the **Enter** key.
   - Type a contact name. Press the **Enter** key.
   - Type part of a contact name. Click a contact.
5. Type a message.
6. Press the **Menu** key.
7. Click **Send**.

Related topics

Mailing lists, 125

Set a high importance level for received PIN messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Set the **Make PIN Messages Level 1** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

SMS text messages

SMS text message basics

About SMS text messages

With an SMS phone number, you can receive SMS text messages. An SMS phone number is a phone number that your wireless service provider sets up for SMS text messaging.

Find your SMS phone number

In the phone application, your phone number appears at the top of the screen. If your wireless service provider has set up your BlackBerry® device for SMS text messaging, this number is also your SMS phone number.

If you have more than one phone number associated with your device, the first phone number that appears in the drop-down list at the top of the screen is your SMS phone number.

Send an SMS text message

Depending on your wireless service provider and wireless network, this feature might not be supported.

You can send an SMS text message to up to ten recipients.

1. On the Home screen, click the **Messages** icon.
2. Press the key.
3. Click **Compose SMS**.
4. In the **To** field, perform one of the following actions:
   - Type an SMS phone number (include the country code and area code).
   - Type a contact name.
   - Type part of a contact name. Click a contact.
   - If your device is connected to a CDMA network, you can type an email address.
5. Type a message.
6. Press the key.
7. Click **Send**.

Delete the history from an SMS text message

1. When replying to an SMS text message, press the **Menu** key.
2. Click **Remove History**.

Options for SMS text messages

Turn off AutoText for SMS text messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS**.
3. Set the **Disable AutoText** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

View more of the history in SMS text messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS**.
3. Set the **Number of Previous Items** field.
4. Press the **Menu** key.
5. Click **Save**.

Set how long your service center attempts to send SMS text messages

If you send an SMS text message and it cannot be delivered immediately, your service center tries to send the SMS text message for the amount of time set in the Validity Period field. Depending on your wireless service provider, this option might not appear.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS**.
3. Set the **Validity Period** field.
4. Press the **Menu** key.
5. Click **Save**.

Cell broadcasting

About cell broadcasting

Cell broadcasting is designed to enable wireless service providers to use SMS text messaging to send information to all BlackBerry® devices in a specific geographical area simultaneously. You can receive cell broadcast messages that contain a specific type of information by subscribing to a cell broadcast channel that provides that type of information. Different cell broadcast channels send different cell broadcast messages. For example, one cell broadcast channel might send regular weather forecasts while another might send traffic reports.

Turn on cell broadcasting

- Depending on your wireless service provider and the wireless network that your BlackBerry® device is connected to, this feature might not be supported.

- To perform this task, your wireless service provider must set up your SIM card with a cell broadcast channel or provide you with the ID for a cell broadcast channel.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Cell Broadcast Settings**.
4. Change the **Cell Broadcasting Service** field to **On**.
5. Perform one of the following actions:
   - If a cell broadcast channel appears on the screen, select the check box beside the channel.
   - If a cell broadcast channel does not appear on the screen, highlight the **Empty** field. Press the **Menu** key. Click **Add Channel**. Type the channel ID and a nickname. Click **OK**.
6. Select the check box beside a language.
7. Press the **Menu** key.
8. Click **Save**.

To turn off cell broadcasting, change the **Cell Broadcasting Service** field to **Off**. Before you turn off cell broadcasting, verify that your wireless service provider does not use cell broadcasting to manage services, such as preferred rates, based on your location.

Stop receiving messages from a cell broadcast channel

Verify that your wireless service provider does not use the cell broadcast channel to manage services, such as preferred rates, based on your location.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Cell Broadcast Settings**.
4. Highlight a cell broadcast channel.
5. Press the **Menu** key.
6. Perform one of the following actions:
   - To stop receiving messages from the cell broadcast channel, click **Disable**.
   - To delete the cell broadcast channel, click **Delete Channel**.

Rename a cell broadcast channel

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Cell Broadcast Settings**.
4. Highlight a cell broadcast channel.
5. Press the **Menu** key.
6. Click **Set Nickname**.
7. Type a name for the cell broadcast channel.
8. Click **OK**.

MMS messages

MMS message basics

About MMS messages

With an MMS phone number, you can send and receive MMS messages that contain media files such as .jpg, .gif, .wbmp, .midi, .vcf (vCard®), .ics (iCalendar), .avi, .mpg, or .mov files. An MMS phone number is a phone number that your wireless service provider sets up for MMS messaging. If you have more than one phone number associated with your BlackBerry® device, your device sends MMS messages using the first phone number that appears in the drop-down list at the top of the Phone screen in the phone application.

Find your MMS phone number

In the phone application, your phone number appears at the top of the screen. If your wireless service provider has set up your BlackBerry® device for MMS messaging, this number is also your MMS phone number.

If you have more than one phone number associated with your device, the first phone number that appears in the drop-down list at the top of the screen is your MMS phone number.

Send an MMS message

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Messages** icon.
2. Press the key.
3. Click **Compose MMS**.
4. Perform one of the following actions:
   - If the contact is not in your contact list, click **[Use Once]**. Click **Email** or **Phone**. Type an email address or an MMS phone number. Press the **Enter** key.
   - If the contact is in your contact list, click a contact. Click an email address or phone number.
5. Type a message.
6. Press the key.
7. Click **Send**.

Related topics

Mailing lists, 125
View the size of an MMS message before sending it, 51

Create a slide show in an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Click one of the following menu items:

- **Attach Picture**
- **Attach Audio**
- **Attach Video**
- **Attach Voice Note**

3. Click a media file.
4. To add another media file, repeat steps 1 to 3.
5. To customize the slide show, perform any of the following actions:
   - To add text to a slide, highlight the empty field below the attachment. Type text.
   - To change how long a slide appears, change the **Slide Duration** field.
   - To move an item on a slide, click the item. Click **Move Field**. Click the new location.

Related topics

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MMS message attachments

Attach a media file to an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Click one of the following menu items:
   - **Attach Picture**
   - **Attach Audio**
   - **Attach Video**
   - **Attach Voice Note**
3. Click a media file.

Attach a contact or appointment to an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Perform one of the following actions:
   - To attach a contact, click **Attach Contact**. Highlight a contact.
   - To attach an appointment, click **Attach Appointment**. Highlight an appointment.
3. Press the **Menu** key.
4. Click **Continue**.

Add an appointment to your calendar from an MMS message

1. In an MMS message, highlight an iCalendar attachment.
2. Press the **Menu** key.
3. Click **View Appointment**.
4. Press the **Menu** key.
5. Click **Add To Calendar**.

Add a contact to your contact list from an MMS message

1. In an MMS message, highlight a vCard® attachment.
2. Press the **Menu** key.
3. Click **View Attachment**.
4. Press the **Menu** key.
5. Click **Add to Contacts**.

Save a media file from an MMS message

1. In an MMS message, press the **Menu** key.
2. Click one of the following menu items:
   - **Save Image**
   - **Save Audio**
   - **Save Ringtone**
   - **Save Video**
   - **Save Voice Note**

MMS message options

Request delivery or read notification for an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Click **Options**.
3. Perform any of the following actions:
   - To receive notification when the message is delivered to the recipient, set the **Confirm Delivery** field to **Yes**.
   - To receive notification when the recipient opens the message, set the **Confirm Read** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Request delivery notification or read notification for all MMS messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **MMS**.
3. In the **Notifications** section, perform any of the following actions:
   - To receive notification when MMS messages are delivered to recipients, select the **Confirm Delivery** check box.
   - To receive notification when recipients open MMS messages, select the **Confirm Read** check box.
4. Press the **Menu** key.
5. Click **Save**.

View the size of an MMS message before sending it

1. In an MMS message, press the **Menu** key.

2. Click **Options**.

The Estimated Size field displays the size of the MMS message.

Stop receiving MMS messages when roaming

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **MMS**.
3. Set the **Multimedia Reception** and **Automatic Retrieval** fields to **Home Only**.
4. Press the **Menu** key.
5. Click **Save**.

Block MMS messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **MMS**.
3. In the **Message Filtering** section, select the **Reject Anonymous Messages** check box or the **Reject Advertisements** check box.
4. Press the **Menu** key.
5. Click **Save**.

Message list options

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click an application icon.
2. In an application, press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Confirm Delete** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

Turn off the prompt that appears when you mark messages as opened

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Confirm Mark Prior Opened** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

Set how long your device stores messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Set the **Keep Messages** field.
6. Press the **Menu** key.
7. Click **Save**.

Use color to differentiate work messages from other messages

To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **General Settings**.
4. In the **Message Outline Colours** section, perform any of the following actions:
   - To set an outline color for email messages that are sent to your device through a BlackBerry Enterprise Server, change the **Enterprise Messages** field.
   - To set an outline color for messages that are not sent to your device through a BlackBerry Enterprise Server, change the **Other Messages** field.
5. Press the **Menu** key.
6. Click **Save**.

Note: PIN messages might use the outline color that you have set for work email messages. For more information, contact your administrator.

Change how a message list displays messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Perform any of the following actions:
   - To view more of the subject line, change the **Display Message Header On** field to **2 lines**.
   - To change the order of the subject line and sender, change the **Display Order** field.
   - To change how messages are separated, change the **Separators** field.
6. Press the **Menu** key.
7. Click **Save**.

About multiple message lists

Depending on your email setup option, you might be able to associate your BlackBerry® device with more than one email account. For example, you might be able to associate your device with a work email account and one or more personal email accounts. If you associate your device with more than one email account, multiple message lists might appear on your device. In a message list for a specific email account, you can open and manage email messages for that email account, and you can send messages using the email address for the email account. For more information about associating your device with more than one email account, see the *BlackBerry Internet Service Online Help*.

Depending on your theme, a separate message list might appear for SMS text messages and MMS messages.

Use one message list or multiple message lists

By default, your BlackBerry® device theme determines whether SMS text messages appear in the same message list as email messages.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Perform one of the following actions:
   - To use one message list for all messages, set the **SMS and Email Inboxes** field to **Combined**.
   - To separate SMS text messages from email messages, set the **SMS and Email Inboxes** field to **Separate**.
6. Press the **Menu** key.
7. Click **Save**.

Hide the new or unopened message indicator

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Perform one of the following actions:
   - To hide the new message indicator, change the **Display New Message Indicator** field to **No**.
   - To hide the unopened message indicator, change the **Display Message Count** field to **None**.
6. Press the **Menu** key.
7. Click **Save**.

Hide sent messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Hide Sent Messages** field to **Yes**.

6. Press the **Menu** key.
7. Click **Save**.

View call logs in a message list

1. In the phone application, press the **Menu** key.
2. Click **Options**.
3. Click **Call Logging**.
4. Select an option for a call log type.

To hide call logs in a message list, select the **None** option.

Block incoming messages

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server, you might not be able to block PIN messages from contacts in your organization. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Firewall**.
4. Select the check box beside one or more message types.
5. Press the **Menu** key.
6. Click **Save**.

Note: Even though you do not receive blocked messages on your device, blocked messages might contribute to data usage in your wireless service plan. You can stop email messages from being forwarded to your device without contributing to data usage by turning off email message forwarding or using email message filters.

Allow messages from contacts in your contact list or allowed sender list

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Firewall**.
4. Select the **Contacts** check box or the **Specific address** check box.
5. Press the **Menu** key.
6. Click **Save**.

Add a contact to your allowed sender list

To perform this task, you must set the security firewall to allow messages from specific addresses. This setting allows you to receive messages from contacts in your allowed sender list.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Firewall**.

4. Press the **Menu** key.
5. Click **Configure Exceptions**.
6. Press the **Menu** key.
7. Click one of the following menu items:
   - **Add Email Address**
   - **Add Phone Number**
   - **Add PIN**
8. Type the contact information.
9. Press the **Enter** key.
10. Press the **Menu** key.
11. Click **Save**.

Reset a blocked message counter

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Firewall**.
4. Highlight a message type.
5. Press the **Menu** key.
6. Click **Reset Count** or **Reset All Counts**.

Message shortcuts

In a message

- To reply to a message, press **R**.
- To reply to all in an email message or a PIN message, press **L**.
- To forward a message, press **F**.
- To file a highlighted email message, press **I**.
- To view the email address of a contact, highlight the contact in the **To** or **From** field. Press **Q**. To view the display name, press **Q** again.
- To move to the last cursor position after you close and reopen a received email message or PIN message, press **G**.

In a message list

- To open a highlighted message, press the **Enter** key.
- To compose a message from a message list, press **C**.
- To mark a message as opened or unopened, press the **Alt** key and **U**.
- To view received messages and received call logs, press the **Alt** key and **I**.
- To view sent messages, press the **Alt** key and **O**.
- To view voice mail messages, press the **Alt** key and **V**.
- To view SMS text messages, press the **Alt** key and **S**.
- To view call logs, press the **Alt** key and **P**.

- To view all your messages, press the **Escape** key.

Move around a message list

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a message list, press **T**.
- To move to the bottom of a message list, press **B**.
- To move to the next date, press **N**.
- To move to the previous date, press **P**.
- To move to the next unopened item, press **U**.
- To move to the next related message, press **J**.
- To move to the previous related message, press **K**.

S/MIME-protected messages

S/MIME-protected message basics

About signing and encrypting messages

You can digitally sign or encrypt messages to add another level of security to email messages and PIN messages that you send from your BlackBerry® device. Digital signatures are designed to help recipients verify the authenticity and integrity of messages that you send. When you digitally sign a message using your private key, recipients use your public key to verify that the message is from you and that the message has not been changed.

Encryption is designed to keep messages confidential. When you encrypt a message, your device uses the recipient's public key to encrypt the message. Recipients use their private key to decrypt the message.

To send an encrypted PIN message, you must have a PIN and an email address for the contact in your contact list. Your device uses the email address in your contact list to locate a PGP® key or certificate for the contact.

Sign or encrypt a message

You can sign or encrypt email messages and PIN messages.

1. When composing a message, change the **Encoding** field.
2. If necessary, change the **Classification** field.

Encrypt a message with a pass phrase

Your BlackBerry® device can encrypt email messages and PIN messages using a pass phrase shared between the sender and recipient.

1. In an unsent message, set the **Encoding** field to **Encrypt** or **Sign and Encrypt**.
2. Press the **Menu** key.
3. Click **Options**.

4. Set the **Use Password-Based Encryption** field to **Yes**.
5. In the **Allowed Content Ciphers** section, select the check box beside one or more allowed content ciphers.
6. If you are signing the message, in the **Signing Options** section, select a certificate.
7. Press the **Menu** key.
8. Click **Save**.
9. Type your message.
10. Press the **Menu** key.
11. Click **Send**.
12. Type a pass phrase to encrypt the message.
13. Confirm the pass phrase.
14. Click **OK**.

Using a secure method, let the recipient know what the pass phrase is.

Attach a certificate to a message

You can attach a certificate to email messages and PIN messages.

1. When composing a message, press the **Menu** key.
2. Click **Attach Certificates**.
3. Highlight a certificate.
4. Press the **Menu** key.
5. Click **Continue**.

Download the certificate used to sign or encrypt a message

If a certificate is not included in a received message or is not already stored in the key store on your BlackBerry® device, you can download the certificate.

1. In a message, highlight the encryption indicator or a digital signature indicator.
2. Press the **Menu** key.
3. Click **Fetch Sender's Certificate**.

Add a certificate from a message

1. In a message, highlight a digital signature indicator.
2. Press the **Menu** key.
3. Click **Import Sender's certificate**.

Add a certificate from an attachment

1. In a message, click the certificate attachment.
2. Click **Retrieve Certificate Attachment**.
3. Click the certificate.
4. Click **Import Certificate**.

Attachment indicators in S/MIME-protected messages

:
The message includes a certificate attachment.

:
The message includes multiple certificate attachments.

:
The message includes a certificate server attachment.

Add connection information for a certificate server from a message

1. In a message, highlight the certificate server indicator.
2. Press the **Menu** key.
3. Click **Import Server**.

View the certificate used to sign or encrypt a message

1. In a message, highlight the encryption status indicator or a digital signature indicator.
2. Press the **Menu** key.
3. Click **Display Sender's Certificate** or **Display Encryption Certificate**.

View encryption information for a weakly encrypted message

1. In a weakly encrypted message, highlight the encryption status indicator.
2. Press the **Menu** key.
3. Click **Encryption Details**.

S/MIME-protected message status

Digital signature indicators for S/MIME protected messages

:
Your BlackBerry® device verified the digital signature.

:
Your device cannot verify the digital signature.

:
Your device requires more data to verify the digital signature.

: Your device trusts the certificate chain.

: The sender's email address does not match the email address of the certificate subject, or the sender's certificate is revoked, is not trusted, cannot be verified, or is not on your device.

: The certificate is weak, the certificate status is not current, or your device requires more data to verify the trust status of the certificate.

: The sender's certificate is expired.

Encryption status indicators

Your administrator sets whether messages that you receive are considered to be strong or weak.

: The message is strongly encrypted.

: The message is weakly encrypted.

Check the status of a certificate or certificate chain

If a certificate is included in a received message, or is already stored in the key store on your BlackBerry® device, you can check the status of the sender's certificate, or you can check the status of the sender's certificate and all other certificates in the certificate chain.

1. In a message, highlight a digital signature indicator.
2. Press the **Menu** key.
3. Click **Check Sender's Certificate** or **Check Sender's Cert Chain**.

S/MIME-protected message options

Change your signing or encryption certificate

Your BlackBerry® device uses your encryption certificate to encrypt messages in the sent items folder and includes your encryption certificate in messages that you send so that recipients can encrypt their reply messages.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. In the **Signing Options** section or the **Encryption Options** section, change the **Certificate** field.
5. Press the **Menu** key.

6. Click **Save**.

Change options for downloading attachments in encrypted messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Perform one of the following actions:
   - To download attachments in encrypted messages automatically, change the **Retrieve Encrypted Attachment Information** field to **Automatically**.
   - To download attachments in encrypted messages manually, change the **Retrieve Encrypted Attachment Information** field to **Manually**.
   - To prevent your BlackBerry® device from downloading attachments in encrypted messages, change the **Retrieve Encrypted Attachment Information** field to **Never**.
5. Press the **Menu** key.
6. Click **OK**.

Change the default signing and encryption option

Your BlackBerry® device is designed to use the default signing and encryption option when you send a message to a contact that you have not sent a message to or received a message from previously. If you have sent a message to or received message from the contact previously, your device tries to use the signing and encryption option that was used for the last message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Default Encoding** field.
5. Press the **Menu** key.
6. Click **Save**.

About message classifications

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature and your administrator turns on message classifications, the BlackBerry Enterprise Server applies a minimum set of security actions to each message that you compose, forward, or reply to, based on the classification that you assign to the message. Your administrator specifies the message classifications that you can use.

If you receive a message that uses message classifications, you can view the abbreviation for the classification in the subject line of the message and the full description for the classification in the body of the message. You can also view the abbreviation and full description for the classification for a sent message in the sent items folder.

Change the default message classification

To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature and your administrator must turn on message classifications.

Your BlackBerry device is designed to use the default message classification when you send a message to a contact that you have not sent a message to or received a message from previously. If you have sent a message to or received a message from the contact previously, your device tries to use the message classification that was used for the last message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Default Classification** field.
5. Press the **Menu** key.
6. Click **Save**.

Change the size of S/MIME indicators in messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Change the **Message Viewer Icons** field.
5. Press the **Menu** key.
6. Click **Save**.

Change the encryption algorithms for S/MIME-protected messages

If a message has multiple recipients, your BlackBerry® device uses the first selected encryption algorithm in the list that all recipients are known to support.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Select the check box beside one or more encryption algorithms.
5. Press the **Menu** key.
6. Click **Save**.

Request delivery notification for signed S/MIME-protected messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Change the **Request S/MIME Receipts** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Turn off the prompt that appears before an S/MIME-protected message is truncated

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Change the **Warn about truncated messages** field to **No**.

5. Press the **Menu** key.
6. Click **Save**.

To turn on the prompt again, change the **Warn about truncated messages** field to **Yes**.

Turn off the prompt that appears when you use an S/MIME certificate that is not recommended for use

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Change the **Warn about problems with my certificates** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on the prompt again, change the **Warn about problems with my certificates** field to **Yes**.

S/MIME-protected message troubleshooting

Some signing and encryption options are not available on my device

Try performing the following actions:

- Verify that the email account that you are using supports all signing and encryption options.
- If you use message classifications, verify that the message classification supports the signing or encryption options that you want. Try using a different message classification.

I cannot open an attachment in an encrypted message

The attachment information might not be available on the BlackBerry® Enterprise Server, your administrator might have set options to prevent you from opening attachments in encrypted messages, or you might have received the message from an email account that does not support attachments in encrypted messages.

You cannot open an attachment in a PGP® protected message that was encrypted using the OpenPGP format by an IBM® Lotus Notes® client working with PGP® Desktop Professional or that was encrypted by the PGP® Universal Server.

PGP protected messages

PGP protected message basics

About signing and encrypting messages

You can digitally sign or encrypt messages to add another level of security to email messages and PIN messages that you send from your BlackBerry® device. Digital signatures are designed to help recipients verify the authenticity and integrity of messages that you send. When you digitally sign a message using your private key, recipients use your public key to verify that the message is from you and that the message has not been changed.

Encryption is designed to keep messages confidential. When you encrypt a message, your device uses the recipient's public key to encrypt the message. Recipients use their private key to decrypt the message.

To send an encrypted PIN message, you must have a PIN and an email address for the contact in your contact list. Your device uses the email address in your contact list to locate a PGP® key or certificate for the contact.

Sign or encrypt a message

You can sign or encrypt email messages and PIN messages.

1. When composing a message, change the **Encoding** field.
2. If necessary, change the **Classification** field.

Encrypt a PGP protected message with a pass phrase

By default, your BlackBerry® device uses your PGP® key to encrypt messages.

1. When composing a message, change the **Encoding** field to one that uses encryption.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Use Conventional Encryption** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Using a secure method, let the recipient know what the pass phrase is.

Attach a PGP key to a message

You can attach a PGP® key to email messages and PIN messages.

1. When composing a message, press the **Menu** key.
2. Click **Attach PGP Keys**.

3. Highlight a PGP key.
4. Press the **Menu** key.
5. Click **Continue**.

Download the PGP key used to sign or encrypt a message

If a PGP® key is not included in a received message or is not already stored in the key store on your BlackBerry® device, you can download the PGP key. If you use the PGP® Universal Server, you might not be able to download the sender's PGP key, or your device might download the sender's PGP key from the PGP Universal Server automatically.

1. In a message, highlight the encryption status indicator or a digital signature indicator.
2. Press the **Menu** key.
3. Click **Fetch Sender's PGP key**.

Add a PGP key from a message

If you use the PGP® Universal Server, you might not be able to add PGP keys from messages.

1. In a message, highlight a digital signature indicator.
2. Press the **Menu** key.
3. Click **Import PGP Key**.

Add a PGP key from an attachment

If you use the PGP® Universal Server, you might not be able to add PGP keys from attachments.

1. In a message, click the PGP key attachment.
2. Click **Retrieve PGP Attachment**.
3. Click the PGP key.
4. Click **Import PGP Key**.

Attachment indicators in PGP protected messages

The message includes a PGP® key attachment.

The message includes multiple PGP key attachments.

The message includes a certificate server attachment.

Add connection information for a certificate server from a message

1. In a message, highlight the certificate server indicator.
2. Press the **Menu** key.
3. Click **Import Server**.

View the PGP key used to sign or encrypt a message

1. In a message, highlight the encryption status indicator or a digital signature indicator.
2. Press the **Menu** key.
3. Click **Display Sender's PGP Key** or **Display Encryption PGP key**.

PGP protected message status

Encryption status indicators

Your administrator sets whether messages that you receive are considered to be strong or weak.

:
The message is strongly encrypted.

:
The message is weakly encrypted.

Digital signature indicators for PGP protected messages

:
Your BlackBerry® device verified the digital signature.

:
Your device cannot verify the digital signature.

:
Your device requires more data to verify the digital signature.

:
Your device trusts the sender's PGP® key.

:
The sender's email address does not match the email address in the key, or the sender's PGP key is revoked, is not trusted, cannot be verified, or is not on your device.

:
The key status is not current, or your device requires more data to verify the trust status of the key.

:
The sender's PGP key is expired.

PGP protected message options

Change your signing and encryption key

Your BlackBerry® device uses your PGP® key to encrypt messages in the sent items folder and includes your PGP public key in messages that you send so that recipients can encrypt their reply messages.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Change the **Default Key** field.
5. Press the **Menu** key.
6. Click **Save**.

Change options for downloading attachments in encrypted messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Perform one of the following actions:
   - To download attachments in encrypted messages automatically, change the **Retrieve Encrypted Attachment Information** field to **Automatically**.
   - To download attachments in encrypted messages manually, change the **Retrieve Encrypted Attachment Information** field to **Manually**.
   - To prevent your BlackBerry® device from downloading attachments in encrypted messages, change the **Retrieve Encrypted Attachment Information** field to **Never**.
5. Press the **Menu** key.
6. Click **OK**.

Change the default signing and encryption option

Your BlackBerry® device is designed to use the default signing and encryption option when you send a message to a contact that you have not sent a message to or received a message from previously. If you have sent a message to or received message from the contact previously, your device tries to use the signing and encryption option that was used for the last message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Default Encoding** field.
5. Press the **Menu** key.
6. Click **Save**.

About message classifications

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature and your administrator turns on message classifications, the BlackBerry Enterprise Server applies a minimum set of security actions to each message that you compose, forward, or reply to, based on the classification that you assign to the message. Your administrator specifies the message classifications that you can use.

If you receive a message that uses message classifications, you can view the abbreviation for the classification in the subject line of the message and the full description for the classification in the body of the message. You can also view the abbreviation and full description for the classification for a sent message in the sent items folder.

Change the default message classification

To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature and your administrator must turn on message classifications.

Your BlackBerry device is designed to use the default message classification when you send a message to a contact that you have not sent a message to or received a message from previously. If you have sent a message to or received a message from the contact previously, your device tries to use the message classification that was used for the last message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Default Classification** field.
5. Press the **Menu** key.
6. Click **Save**.

Change the size of PGP indicators in messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Change the **Message Viewer Icons** field.
5. Press the **Menu** key.
6. Click **Save**.

Change the encryption algorithms for PGP protected messages

If a message has multiple recipients, your BlackBerry® device uses the first selected encryption algorithm in the list that all recipients are known to support.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Select the check box beside one or more encryption algorithms.
5. Press the **Menu** key.
6. Click **Save**.

Turn off the prompt that appears before a PGP protected message is truncated

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Change the **Warn about truncated messages** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on the prompt again, change the **Warn about truncated messages** field to **Yes**.

Turn off the prompt that appears when you use a PGP key that is not recommended for use

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Change the **Warn about problems with my PGP keys** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on the prompt again, change the **Warn about problems with my PGP keys** field to **Yes**.

PGP protected message troubleshooting

Some signing and encryption options are not available on my device

Try performing the following actions:

- Verify that the email account that you are using supports all signing and encryption options.
- If you use message classifications, verify that the message classification supports the signing or encryption options that you want. Try using a different message classification.

I cannot open an attachment in an encrypted message

The attachment information might not be available on the BlackBerry® Enterprise Server, your administrator might have set options to prevent you from opening attachments in encrypted messages, or you might have received the message from an email account that does not support attachments in encrypted messages.

You cannot open an attachment in a PGP® protected message that was encrypted using the OpenPGP format by an IBM® Lotus Notes® client working with PGP® Desktop Professional or that was encrypted by the PGP® Universal Server.

Message troubleshooting

I cannot send messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send messages when you return to a wireless coverage area.
- If the menu item for sending a message does not appear, verify that you have added an email address, a PIN, or a phone number for your contact.
- If you created an email address or added an existing email address to your device using the email setup screen in the setup wizard, verify that you have received an activation message on your device from the BlackBerry® Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), in the setup wizard, open the email setup screen to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. On the Home screen or in a folder, click the **Options** icon. Click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

Related topics

Find information about wireless coverage indicators, 210
Change a contact, 123
Generate an encryption key, 230
Turn off data service, 211
Resend a message, 35

I am not receiving messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup screen in the setup wizard, verify that you have received an activation message on your device from the BlackBerry® Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), in the setup wizard, open the email setup screen to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device.On the Home screen or in a folder, click the **Options** icon. Click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Verify that data service is turned on.
- If you use email message filters, verify that the options for email message filters are set correctly.

- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.
- If your device uses a software token to connect to a Wi-Fi® network or to log in to a VPN and you reset your device, connect to the Wi-Fi network or log in to the VPN again.
- Verify that your device is not blocking messages. For more information, contact your administrator.

Related topics

Find information about wireless coverage indicators, 210
Turn off data service, 211
Change an email message filter, 41
Forward messages from a specific email message folder to your device, 38

I cannot file email messages

Try performing the following actions:

- Verify that wireless email reconciliation is turned on.
- If your email message folders do not appear on your BlackBerry® device, reconcile your email messages using the email settings tool of the BlackBerry® Desktop Manager. For more information, see the *BlackBerry Desktop Software Online Help*.

Related topics

Reconcile email messages over the wireless network, 178

I cannot send SMS text messages

Depending on your wireless service plan, this feature might not be supported.

I am not receiving SMS text messages

Depending on your wireless service plan, this feature might not be supported.

Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.

The number of new or unopened messages is different than I expected

The number of new or unopened messages includes saved messages and filed messages.

If you have set your BlackBerry® device to hide filed messages and you receive a new message from an email message folder in the email application on your computer other than your inbox, your device files the message.

Related topics

View messages in a specific folder, 37

Some messages no longer appear on my device

If your BlackBerry® application memory is full or you have more than 65 000 email, PIN, SMS text, and MMS messages, your device deletes the oldest messages from a message list. Your device does not delete saved messages.

If wireless email reconciliation is turned on, and, in the message options, the **Delete On** field is set to **Mailbox & Handheld**, email messages that you delete in the email application on your computer are also deleted from your device.

A message or attachment does not appear or is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, press the **Menu** key. Click **More** or **More All**.
- If you are downloading an attachment, cancel the download and wait for a short period of time. Try downloading the attachment again.

HTML email messages do not appear correctly

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- Try downloading external pictures. Press the **Menu** key. Click **Get Images**.
- Try viewing your message in plain text. Press the **Menu** key. Click **Get Plain Text**.

Some email message folders appear dimmed

If you cannot forward email messages from an email message folder, the check box beside the folder appears dimmed.

Try performing the following actions:

- Wait for a few seconds. The email message folders might become available after a short period of time.
- Turn off wireless email reconciliation, and then turn it on again.

Related topics

Reconcile email messages over the wireless network, 178

Email message filters are not working correctly

Try performing the following actions:

- Verify that your email message filters are turned on.
- Verify that your email message filters appear in the order that you want your BlackBerry® device to apply them to email messages.

Related topics

Email message filters, 39

I cannot turn on cell broadcasting

Your SIM card might not support the display languages that you have selected for cell broadcast messages.

Clear the check box beside all languages that your SIM card does not support.

I cannot attach a file to an MMS message

Depending on your wireless service provider, if you attach a video, you might not be able to attach another file or create a slide show.

Try performing the following actions:

- Verify that the file is a .vcf (vCard®) file, an .ics (iCalendar) file, or a media file (for example, a .jpg, .gif, or .midi file).
- Verify that the file is not copyright protected.
- If MMS templates are available for your BlackBerry® device, use a blank template to compose your MMS message.

I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

To view the shortcuts for viewing one type of message in a message list, view your list of saved searches.

Related topics

View a list of saved searches, 175

Some features are not available on my device

The availability of certain features on your BlackBerry® device might be affected based on various items such as your device model and wireless service plan.

If your email account uses a BlackBerry® Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If an administrator has set an option for you, a red lock indicator appears beside the option field.

For more information about the features that are available on your device, contact your wireless service provider or administrator, or visit www.blackberry.com/go/devices.

Attachments

Attachment basics

About attachments

You can view several attachment types on your BlackBerry® device, including .zip, .htm, .html, .doc, .dot, .ppt, .pdf, .wpd, .txt, .vcf, and .xls files. You can also view .bmp, .gif, .jpg, .png, .tif, and .wmf files, and play .wav and .mp3 files.

If you save an email message that contains an attachment that you have previewed, the email message and the attachment are stored in the device memory until you delete the email message.

You can download attachments and store them in the device memory. You can also store attachments on a media card. If you delete an email message that contains an attachment you have downloaded, the attachment is stored in the device memory or on the media card until you delete it from your device.

To change attachments that you download, you can use third-party editing applications (such as Word to Go™, Slideshow to Go® and Sheet to Go®) that are designed for use on BlackBerry devices.

Open an attachment

To perform this task, your BlackBerry® device must be associated with an email account that uses the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a message, press the **Menu** key.
2. If necessary, click **Retrieve Attachment Information**.
3. Click **Open Attachment**.
4. If necessary, on the Attachments screen, click an attachment.
5. If necessary, in the dialog box, click an option.

Download an attachment

To perform this task, your BlackBerry® device must be associated with an email account that uses the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. With the cursor in the body of the message, press the **Menu** key.
2. Click **Download Attachment**.
3. Click **Download**.
4. Highlight the folder that you want to save the attachment in.
5. Press the **Menu** key.
6. Click **Select Folder**.

Stop downloading an attachment

1. In a message, highlight an attachment that you are downloading.
2. Press the **Menu** key.
3. Click **Cancel Download**.

Open a link in an attachment

Some attachments might contain links to embedded content, such as tables, pictures, footnotes, text boxes, or comments.

1. In an attachment, click a link.
2. Press the **Menu** key.
3. Click one of the following menu items:
   - **Get Link**
   - **Retrieve**

To return to the attachment, press the **Escape** key.

View properties for an attachment

You can view the size, author, publication date, and other attachment properties for an attachment.

1. In an attachment, press the **Menu** key.
2. Click **Retrieve Info** or **View Info**.

Set font options for an attachment

1. In an attachment, press the **Menu** key.
2. Click **Options**.
3. Set the font fields.
4. Press the **Menu** key.
5. Click **Save**.

Search for text in a message, in an attachment, or on a web page

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in an attachment, or on a web page, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

Documents

Open a password-protected .pdf file

To perform this task, your BlackBerry® device must be associated with an email account that uses the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. When the "Password protected document" message appears, press the **Escape** key.
2. Press the **Menu** key.
3. Click **Password**.
4. Type the password.
5. Press the **Enter** key.
6. Press the **Menu** key.
7. Click **Retrieve**.
8. Click **Yes**.

View tracked changes in a document

1. In a document, press the **Menu** key.
2. Click **Show Changes**.

To hide tracked changes, press the **Menu** key. Click **Hide Changes**.

View the table of contents in a document

Depending on the document type, you might not be able to view the table of contents.

1. In a document, press the **Menu** key.
2. Click **Table of Contents**.

To move to a specific heading, click a heading. Click **View**.

Spreadsheets

Move to a specific cell

1. In a spreadsheet, press the **Menu** key.
2. Click **Go to Cell**.
3. Type the cell co-ordinates.

4. Press the **Enter** key.

View the content of a cell

In a spreadsheet cell, click the trackball.

View a list of worksheets

1. In a spreadsheet, press the **Menu** key.
2. Click **Table of Contents**.

To move to a specific worksheet, click a worksheet. Click **View**.

Switch worksheets

1. In a spreadsheet, press the **Menu** key.
2. Click **Next Sheet** or **Prev Sheet**.

Change the size of a column

In a spreadsheet, perform one of the following actions:

- To change the size of a column, click the column label. Click a size.
- To view all the text in a column, click the column label. Click **Fit**.
- To change the size of all the columns in the spreadsheet, click the unmarked column label in the upper-left corner of the spreadsheet. Click a size.
- To change the column size for all spreadsheets, press the **Menu** key. Click **Options**. Set the **Column Width** field. Press the **Menu** key. Click **Save**.

Set display options for a spreadsheet

1. In a spreadsheet, press the **Menu** key.
2. Click **Options**.
3. Perform any of the following actions:
   - To view the gridlines in the spreadsheet, set the **Show Gridlines** field to **Yes**.
   - To label spreadsheet rows with numbers and columns with letters, set the **Display Labels** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Media files

View a list of pages in a multi-page .tif file

You can view a list of pages in a multi-page .tif file, such as a scanned fax document saved as a .tif file.

1. In a multi-page .tif file, press the **Menu** key.
2. Click **Table of Contents**.

To move to a specific page, click a page.

Switch pages in a multi-page .tif file

1. In a multi-page .tif file, press the **Menu** key.
2. Click **Next Page** or **Prev Page**.

Presentations

Switch presentation views

1. In a presentation, press the **Menu** key.
2. Perform one of the following actions:
   - To view text only, click **View Text**.
   - To view text and slides, click **View Both**.

To view the presentation in its original format, click **View Slides**.

Switch slides

1. In a presentation, press the **Menu** key.
2. Click **Next Slide** or **Prev Slide**.

Rotate a slide

1. When viewing a slide in slide view, press the **Menu** key.
2. Click **Rotate**.

Zoom in to or out from a slide

1. When viewing a presentation in slide view, press the **Menu** key.
2. Click **Zoom**.
3. Roll the trackball up or down.

To zoom back to the original slide size, press the **Menu** key. Click **Fit to Screen**.

Save a slide

1. When viewing a presentation in slide view, press the **Menu** key.
2. Click **Save Slide**.
3. Type a name for the file.
4. Click **Save**.

vCard contact attachments

About vCard contact attachments

vCard® contact attachments (.vcf files) contain information for a specific contact. When you add a vCard contact attachment to an email message, recipients of your email message can view your contact information or add it to the contact list on their BlackBerry® device. When you open an email message that contains a vCard contact attachment, a book icon appears at the end of the message with the name of the attached contact.

Open a vCard contact attachment

1. In a message, highlight a vCard® contact attachment.
2. Press the **Menu** key.
3. Click **View Attachment**.

Add a contact to your contact list from a vCard contact attachment

1. In a vCard® contact attachment, press the **Menu** key.
2. Click **Add to Contacts** or **Update Contact**.

Attachment shortcuts

- To search for text in an attachment, press **F**.

- To move to the last cursor position after closing and reopening an attachment, press **G**.

In a spreadsheet

- To move to a specific cell, press **G**.
- To view the content of a cell, press the **Space** key.
- To switch worksheets, press **V**. Highlight a worksheet. Press the **Enter** key.
- To view hidden columns or rows, press **H**. To hide the columns or rows, press **H**.

In a presentation

- To switch presentation views, press **M**.
- To move to the next slide when viewing a presentation in slide view, press **N**.
- To move to the previous slide when viewing a presentation in slide view, press **P**.
- To move to the last cursor position after closing and reopening a presentation attachment that you were viewing in text view or in text and slide view, press **G**.

Attachment troubleshooting

A skipped content bar appears in a document

More content is available for you to download to your BlackBerry® device.

1. To download the content, click the skipped content bar.
2. Click **More**.

A message or attachment does not appear or is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, press the **Menu** key. Click **More** or **More All**.
- If you are downloading an attachment, cancel the download and wait for a short period of time. Try downloading the attachment again.

A question mark appears on a slide

A question mark appears on a slide if your BlackBerry® device has not downloaded the slide.

To download the slide, highlight the slide. Press the **Menu** key. Click **Retrieve**.

Camera and video camera

Depending on your BlackBerry® device, the camera or video camera feature might not be supported. Depending on your device model, some camera and video camera features might not be supported.

Take a picture

Depending on your BlackBerry® device, the camera or video camera feature might not be supported.

1. On the Home screen, click the **Camera** icon.
2. Perform any of the following actions:
   - To zoom in to or out from a subject, roll the trackball up or down.
   - To lock the focus on a subject by pressing the **Right Convenience** key halfway. Depending on your device model, this feature might not be supported.
3. To take a picture, click the trackball.

Note: The approximate number of pictures that you can save to the BlackBerry® device memory or the media card appears in the lower-left corner of the screen. If you save pictures to the device memory, you might be able to insert a media card into your device to save more pictures.

Related topics

View a picture, 93

Pan a picture

To perform this task, you must zoom in to the picture.

In a picture, roll the trackball.

To close the picture, press the **Escape** key once in the camera or twice in the media application.

Zoom in to or out from a picture

1. In a picture, press the **Menu** key.
2. Click **Zoom**.
3. Roll the trackball up or down.

To zoom back to the original picture size, press the **Menu** key. Click **Fit to Screen**.

To close the picture, press the **Escape** key once in the camera or twice in the media application.

Record a video

To perform this task, you might need to have a media card inserted in your BlackBerry® device.

1. On the Home screen, click the **Camera** icon.
2. In the video camera, click the trackball.
3. To pause recording, click the trackball again.

Note: The approximate amount of memory available for saving videos appears on the lower part of the screen.

Related topics

Play a media file, 87

Camera and video camera options

Change the picture size

The larger the picture, the more memory the picture requires.

1. In the camera, press the **Menu** key.
2. Click **Options**.
3. Change the **Picture Size** field.
4. Press the **Menu** key.
5. Click **Save**.

Set picture quality

You can set the fineness of detail that the camera captures in pictures. The finer the detail of a picture, the more memory the picture requires.

1. In the camera, press the **Menu** key.
2. Click **Options**.
3. Set the **Picture Quality** field.
4. Press the **Menu** key.
5. Click **Save**.

Change the video size and format

The larger the video, the more memory the video requires.

1. On the Home screen, click the **Media** icon.
2. Click the **Video Camera** icon.
3. Press the **Menu** key.
4. Click **Options**.

5. Change the **Video Format** field.
6. Press the **Menu** key.
7. Click **Save**.

Change the location for storing pictures or videos

1. On the Home screen, click the **Camera** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Perform any of the following actions:
   - In the camera, change the **Store Pictures** and **Folder** fields.
   - In the video camera, change the **Folder** field.
5. Press the **Menu** key.
6. Click **Save**.

Change options to compensate for different lighting conditions in pictures or videos

1. On the Home screen, click the **Camera** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Perform any of the following actions:
   - To change the default flash mode for pictures, change the **Default Flash Setting** field.
   - To improve the colors in pictures, in the **White Balance** field, click the current lighting condition.
   - To turn on low-light mode for videos, change the **Video Light** field.
5. Press the **Menu** key.
6. Click **Save**.

Apply a color effect to pictures or videos

You can apply a sepia or black-and-white color effect to pictures that you take or videos that you record.

1. On the Home screen, click the **Camera** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Color Effect** field.
5. Press the **Menu** key.
6. Click **Save**.

Camera and video camera shortcuts

Depending on your BlackBerry® device, the camera or video camera feature might not be supported.

- To zoom in to a subject before taking a picture, press the **Volume Up** key.

- To zoom out from a subject before taking a picture, press the **Volume Down** key.
- To take a picture, press the **Right Convenience** key.
- To change the size of the viewfinder for a picture, press the **Symbol** key.
- To change the flash mode for a picture or to turn on low-light mode for a video, press the **Space** key.

Camera and video camera troubleshooting

I cannot save pictures or videos

Your BlackBerry® device memory or media card might not have enough available memory to store pictures or videos.

Try performing the following actions:

- If you are trying to save a picture or video to your device memory, delete old data or messages from your device.
- If you are trying to save a picture or video on your media card, delete old media files.
- In the camera options, verify that the **Picture Quality** field is not set to **Superfine**. Superfine pictures use more memory than fine or normal pictures.
- Increase the maximum amount of memory available for pictures.

Related topics

Delete a message, 37
Delete a picture or picture folder, 96
Delete a media file, 93

The flash dims or turns off

If the battery power level drops below 20 percent, the flash dims to conserve battery power. In cold temperatures, when the battery power level drops below 20 percent, the flash might turn off.

Some pictures that I take are blurry

In low lighting conditions, the camera might compensate for the lack of exposure by using a slower shutter speed. If you move the camera before the shutter clicks, the picture might be blurry. If the camera is using a slower shutter speed and the viewfinder is not occupying the full screen, an exclamation point indicator appears at the bottom of the screen.

Media

Transferring and downloading media files

About transferring and synchronizing media files

You can connect your BlackBerry® device to your computer to transfer and synchronize files between your device and your computer, or you can use Bluetooth® technology to send media files to or receive media files from a Bluetooth enabled device.

If you want to manage and preserve the information associated with your media files when you transfer or synchronize files between your device and your computer, use the media manager tool of the BlackBerry® Desktop Manager. For more information about using the media manager tool, see the online help that is available in the Roxio® Media Manager. For more information about using the BlackBerry® Media Sync, see the online help that is available for the BlackBerry Media Sync.

If you want to transfer files quickly between your media card and your computer, use mass storage mode or MTP. Use mass storage mode to transfer all file types and MTP to transfer media files. Depending on your device model, MTP might not be supported.

If you transfer files to your media card using mass storage mode, MTP, or Bluetooth technology, your device does not encrypt the files. If you transfer encrypted files from your media card using mass storage mode, MTP, or Bluetooth technology, you cannot decrypt the files on your computer or on a Bluetooth enabled device. You can use the Roxio Media Manager to preserve encryption in media files that you transfer between your computer and your device.

Transfer a file between your device and your computer using the Roxio Media Manager

1. Connect your BlackBerry® device to your computer.
2. On your computer, open the BlackBerry® Desktop Manager.
3. Click **Media**.
4. In the **Media Manager** section, click **Start**.
5. Drag a file or folder from one location to another.

For more information about transferring and managing media files, see the online help that is available in the Roxio® Media Manager.

Transfer a file between your device and your computer in mass storage mode

Mass storage mode enables you to transfer files between a media card in your BlackBerry® device and your computer when you connect your device to your computer.

1. Connect your device to your computer.
2. On the Home screen or in the **Settings** folder of your device, click **Memory**.
3. Set the **Mass Storage Mode Support** field to **On**.
4. Press the **Menu** key.
5. Click **Enable USB Mass Storage**.
6. On your computer, double-click **My Computer**.

7. In the **Devices with Removable Storage** section, double-click **Removable Disk**.
8. Drag a file from one location to another.

To exit mass storage mode, disconnect your device from your computer.

Save a song or video from a web page

1. In the browser, click a link for a song or video.
2. Click **Save**.
3. Type a name for the song or video.
4. Click **Save**.

Receive a media file using Bluetooth technology

To perform this task, Bluetooth® technology must be turned on and your BlackBerry® device must be paired with a Bluetooth enabled device.

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. Press the **Menu** key.
4. Click **Receive Using Bluetooth**.
5. Click **Yes**.
6. Click **Save**.

Send a media file

To perform this task with a paired Bluetooth® enabled device, you must turn on Bluetooth technology.

You can only send media files that you added.

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. Highlight a media file.
5. Press the **Menu** key.
6. Click one of the following menu items:
   - **Send As Email**
   - **Send As MMS**
   - **Send Using Bluetooth**

Download a ring tone

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Media** icon.
2. Click **Ring Tones**.
3. Click **All Ring Tones**.

4. Press the **Menu** key.
5. Click **Download Ring Tones**.

Related topics
Legal notice, 272

Download a Home screen background

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Media** icon.
2. Click **Pictures**.
3. Click a category.
4. Press the **Menu** key.
5. Click **Download Images**.

Playing media files and recording voice notes

Play a media file

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. Click a media file.
5. Click **Play**.

Note: To view other songs or videos while playing a song or video, press the **Menu** key. Click **Music Library** or **Video Library**.

To stop playing a media file, click the **stop** icon.

Related topics
Delete a media file, 93
Transfer a file between your device and your computer using the Roxio Media Manager, 85

Play a media file on a web page

1. On a web page, click a media file.
2. Click **Open**.

Shuffle songs

1. On the Home screen, click the **Media** icon.
2. Click **Music**.
3. Perform one of the following actions:
   - To shuffle all your songs, click **Shuffle Songs**.

- To shuffle all the songs in a category or a playlist, click a category or playlist. Press the **Menu** key. Click **Shuffle**.

To stop shuffling songs, press the **Menu** key. Click **Shuffle**.

Pause a media file

When playing a song, video, or voice note, click the **pause** icon.

To resume playing the song, video, or voice note, click the **play** icon.

Fast-forward or rewind a media file

1. When playing a media file, click the progress bar.
2. Roll the trackball to the right or left.
3. Click the trackball.

Play the next or previous song

When playing a song, click the **next** or **previous** icon.

Search for a media file

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. In the **Find** field, type part or all of a name for a song, ring tone, video, picture, or voice note.

Record a voice note

1. On the Home screen, click the **Media** icon.
2. Click the **Voice Notes** icon.
3. Click the **record** icon.
4. Perform any of the following actions:
   - To pause recording, click the **pause** icon. To resume recording, click the **record** icon.
   - To stop recording, click the **pause** icon. Click the **stop** icon.

Adjust the volume

- To increase the volume, press the **Volume Up** key.
- To decrease the volume, press the **Volume Down** key.

Amplify the volume using the audio boost feature

Depending on your BlackBerry® device model, this feature might not be supported.

The audio boost feature allows you to amplify the volume for songs, ring tones, and videos.

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Audio Boost** field to **On**.
5. Read the warning on the screen and if you wish to proceed, click **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

Improve sound quality for media files

Depending on your BlackBerry® device model, this feature might not be supported.

To improve sound quality for media files, you must be using stereo headphones with your device.

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Headset Equalizer** field.
5. Press the **Menu** key.
6. Click **Save**.

Keep backlighting on when you play a video

By default, the backlighting is designed to turn off after a period of time to conserve battery power.

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Turn Off Auto Backlighting** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

About using a headset

You can purchase an optional headset to use with your BlackBerry® device.

If you use a headset, you can use a headset button to answer or end a call, or to turn on or turn off mute during a call. Depending on your device model, you might be able to use a headset button to make a call using a voice command.

Depending on your headset, you might also be able to use a headset button to pause, resume, skip, or adjust the volume of audio or video files.

For more information about using the headset, see the documentation that came with your headset.

Managing media files

Playlists

About playlists

You can create both standard and automatic playlists for songs. You create a standard playlist by manually adding songs that are on your BlackBerry® device or media card. You create an automatic playlist by specifying criteria for artists, albums, or genres of songs. When you add a song to your device that meets the criteria, your device adds it to the automatic playlist. An indicator appears beside automatic playlists in your list of playlists.

Create a standard playlist

1. In the media application, click **Music**.
2. Click **Playlists**.
3. Click **New Playlist**.
4. Click **Standard Playlist**.
5. Type a name for the playlist.
6. Press the **Menu** key.
7. Click **Add Songs**.
8. Click a song.
9. To add more songs, repeat steps 6 to 8.
10. Press the **Menu** key.
11. Click **Save**.

Change a standard playlist

1. On the Home screen, click the **Media** icon.
2. Click **Music**.
3. Click **Playlists**.
4. Highlight a standard playlist.
5. Press the **Menu** key.
6. Click **View**.
7. Perform any of the following actions:
   - To add a song, press the **Menu** key. Click **Add Songs**. Click a song.
   - To change the order of songs, highlight a song. Press the **Menu** key. Click **Move**. Click the new location.
   - To delete a song, highlight a song. Press the **Menu** key. Click **Delete**.
8. Press the **Menu** key.
9. Click **Save**.

Create an automatic playlist

1. On the Home screen, click the **Media** icon.
2. Click the **Music** icon.
3. Click **Playlists**.
4. Click **New Playlist**.
5. Click **Automatic Playlist**.
6. Type a name for the playlist.
7. Click the plus sign (**+**) beside **Artists**, **Albums**, or **Genres**.
8. Click an artist, album, or genre.
9. To add more criteria, repeat steps 7 and 8.
10. Press the **Menu** key.
11. Click **Save**.

To view the songs in the playlist, click a playlist. Press the **Menu** key. Click **View Songs**.

Repeat a playlist

1. In the media application, click **Music**.
2. Click **Playlists**.
3. Click a playlist.
4. Press the **Menu** key.
5. Click **Repeat**.

To stop repeating a playlist, press the **Menu** key. Click **Repeat**.

Rename a playlist

1. In the media application, click **Music**.
2. Click **Playlists**.
3. Highlight a playlist.
4. Press the **Menu** key.
5. Click **Rename**.
6. Type a name for the playlist.
7. Click **Save**.

Delete a playlist

1. In the media application, click **Music**.
2. Click **Playlists**.
3. Highlight a playlist.
4. Press the **Menu** key.
5. Click **Delete**.

View properties for a media file

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. Highlight a media file.
5. Press the **Menu** key.
6. Click **Properties**.

Change the amount of memory available for media files

To optimize the performance of your BlackBerry® device, you can change the amount of memory that your device allocates for media files.

1. On the Home screen, click the **Media** application.
2. Press the **Menu** key.
3. Click **Options**.
4. Perform any of the following actions:
   - To change the maximum amount of device memory available for all media files, change the **Device Memory Limit** field.
   - To change the minimum amount of device memory available for pictures, change the **Reserved Pictures Memory** field.
5. Press the **Menu** key.
6. Click **Save**.

Rename a media file

You can only rename songs, ring tones, videos, or voice notes that you added.

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Explore**.
4. Navigate to a folder that contains songs, ring tones, videos, or voice notes.
5. Highlight a song, ring tone, video, or voice note.
6. Press the **Menu** key.
7. Click **Rename**.
8. Type a name for the file.
9. Click **Save**.

Move a media file

You can only move songs, ring tones, videos, or voice notes that you added.

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Explore**.
4. Navigate to a folder that contains media files.
5. Highlight a media file.

6. Press the **Menu** key.
7. Click **Move**.
8. Navigate to the new location.
9. Click a folder.
10. Click **Move Into**.

Delete a media file

You can only delete songs, ring tones, videos, or voice notes that you added.

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. Highlight a song, ring tone, video, or voice note.
5. Press the **Menu** key.
6. Click **Delete**.

Viewing pictures

View a picture

1. On the Home screen, click the **Media** icon.
2. Click **Pictures**.
3. Click a category.
4. Click a picture.

Related topics

Delete a media file, 93
Transfer a file between your device and your computer using the Roxio Media Manager, 85

Use a picture as the Home screen background

1. On the Home screen, click the **Media** icon.
2. Click **Pictures**.
3. Click a category.
4. Highlight a picture.
5. Press the key.
6. Click **Set As Home Screen Image**.

To clear the picture from the Home screen, press the key. Click **Reset Home Screen Image**.

View pictures as a slide show

A slide show displays all pictures in a category or folder.

1. On the Home screen, click the **Media** icon.
2. Click **Pictures**.
3. Click a category.
4. If necessary, click a folder.
5. Highlight a picture.
6. Press the **Menu** key.
7. Click **View Slide Show**.

To close the slide show, press the **Escape** key.

Change the number of seconds between slides in a slide show

1. On the Home screen, click the **Media** icon.
2. In the media application, press the **Menu** key.
3. Click **Options**.
4. Change the **Slide Show Interval** field.
5. Press the **Menu** key.
6. Click **Save**.

View pictures by name

1. On the Home screen, click the **Media** icon.
2. Click **Pictures**.
3. Click a category.
4. Press the **Menu** key.
5. Click **View List**.

Zoom in to or out from a picture

1. In a picture, press the **Menu** key.
2. Click **Zoom**.
3. Roll the trackball up or down.

To zoom back to the original picture size, press the **Menu** key. Click **Fit to Screen**.

To close the picture, press the **Escape** key once in the camera or twice in the media application.

Pan a picture

To perform this task, you must zoom in to the picture.

In a picture, roll the trackball.

To close the picture, press the **Escape** key once in the camera or twice in the media application.

Rotate a picture

1. In a picture, press the **Menu** key.
2. Click **Rotate**.

The picture turns 90 degrees in a clockwise direction.

Managing pictures

Save a picture

Save picture files, such as .jpg, .png, .gif, or .bmp files, to the BlackBerry® device memory or a media card.

1. Open a picture attachment or highlight a picture on a web page.
2. Press the **Menu** key.
3. Click **Save Image**.
4. Click **Save**.

Sort pictures

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Sort By** field.
5. Press the **Menu** key.
6. Click **Save**.

Hide album art from picture folders

If you hide album art from picture folders, the album art still displays when you play songs.

1. In the media application, press the **Menu** key.
2. Click **Options**.
3. Click **Exclude Folders**.
4. Click the folders that contain album art that you want to hide.

Rename a picture or picture folder

You can only rename pictures or picture folders that you transferred to your BlackBerry® device.

1. On the Home screen, click the **Media** icon.
2. Click **Pictures**.
3. Click a category.
4. Highlight a picture or picture folder.
5. Press the **Menu** key.
6. Click **Rename**.
7. Type a name for the picture or picture folder.
8. Click **Save**.

Move a picture

You can only move pictures that you added.

1. On the Home screen, click the **Media** icon.
2. Click **Pictures**.
3. Click a category.
4. Highlight a picture.
5. Press the **Menu** key.
6. Click **Move**.
7. Navigate to the new location.
8. Highlight a picture folder.
9. Press the **Menu** key.
10. Click **Move Into**.

Delete a picture or picture folder

You can only delete pictures or picture folders that you added to your BlackBerry® device.

1. On the Home screen, click the **Media** icon.
2. Click **Pictures**.
3. Click a category.
4. Navigate to a picture or picture folder.
5. Highlight a picture or picture folder.
6. Press the **Menu** key.
7. Click **Delete**.

Media card and mass storage mode options

About media cards

Depending on your BlackBerry® device model, you can insert a microSD media card into your device to take videos and extend the memory that is available on your device for storing media files such as songs, ring tones, videos, or pictures. For more information about inserting a media card into your device, see the printed documentation that came with your device.

Format a media card

If you format a media card, all the files on the media card are deleted.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.
3. Press the **Menu** key.
4. Click **Format**.

View the amount of available memory

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.

About file encryption

File encryption is designed to protect the data that you store on a media card that can be inserted in your BlackBerry® device. You can encrypt the files on your media card using an encryption key that your device generates, a device password, or both.

If you encrypt the files using an encryption key that your device generates, you can only access the files on your media card when the media card is inserted in your device. If you encrypt the files using a device password, you can access the files on your media card in any device that you insert your media card into, as long as you know the password for the device.

Encrypt the files in the device memory and on a media card

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.
3. Perform one of the following actions:
   - To encrypt files using an encryption key that your device generates, change the **Encryption Mode** field to **Device**.
   - To encrypt files using a device password, change the **Encryption Mode** field to **Security Password**.
   - To encrypt files using an encryption key and a device password, change the **Encryption Mode** field to **Security Password & Device**.
4. Change the **Encrypt Media Files** field to **Yes**.

5. Press the **Menu** key.
6. Click **Save**.

To stop encrypting the files in the device memory and on a media card, change the **Encryption Mode** field to **None**.

Related topics
Set a device password, 225

Turn off media card support

When you turn off media card support, your BlackBerry® device cannot access the files on your media card.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.
3. Change the **Media Card Support** field to **Off**.
4. Press the **Menu** key.
5. Click **Save**.

Turn off mass storage mode

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.
3. Change the **Mass Storage Mode Support** field to **Off**.
4. Press the **Menu** key.
5. Click **Save**.

Turn off the prompt for mass storage mode

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.
3. Change the **Auto Enable Mass Storage Mode When Connected** field to **Yes** or **No**.
4. Press the **Menu** key.
5. Click **Save**.

Media shortcuts

- To pause a song or video, press the **Mute** key. To resume playing a video or song, press the **Mute** key again.
- To play the next song in a category, press **N**.
- To play the previous song in a category, press **P**.
- To play the next song in a playlist, press and hold the **Volume Up** key.
- To play the previous song in a playlist, press and hold the **Volume Down** key.
- To turn on the audio boost feature to amplify the volume for songs, ring tones, and videos, press the **Volume Up** key until you reach the highest volume setting, and then press the **Volume Up** key four times quickly.
- To pan up in a picture, press **2**.

- To pan down in a picture, press **8**.
- To pan right in a picture, press **6**.
- To pan left in a picture, press **4**.
- To return to the center of a picture, press **5**.
- To zoom in to a picture, press **3**. To zoom to the original picture size, press **7**.
- To zoom out from a picture, press **9**. To zoom to the original picture size, press **7**.
- To rotate a picture, press **L**.
- To fit a picture to the screen size, press **1**.

Media troubleshooting

I cannot play a song or video on a web page

Your BlackBerry® device might not support the size or file format of the song or video file.

I cannot open media files

Try performing the following actions:

- If you are trying to open a media file on your BlackBerry® device and your device is connected to your computer, disconnect your device from the computer or turn off mass storage mode.
- If you are trying to open a media file on your computer using mass storage mode, verify that you have closed the media manager tool of the BlackBerry® Desktop Manager.
- If you are trying to open a media file on your computer using the media manager tool of the BlackBerry Desktop Manager, verify that mass storage mode is turned off on your device.
- If you encrypted the media files on your media card using an encryption key that your device generated and you are trying to open an encrypted media file using your computer or a device other than the BlackBerry device that you used to encrypt the file, insert the media card into the BlackBerry device that you used to encrypt the file. In the memory options, change the **Encryption Mode** field to **None** or **Security Password**.

Related topics

Turn off mass storage mode, 98
Encrypt the files in the device memory and on a media card, 97

My device does not recognize my media card

Try performing the following actions:

- Verify that your media card is inserted in your BlackBerry® device correctly. For more information about inserting a media card into your device, see the printed documentation that came with your device.
- In your media card options, if there is message to format your media card, disconnect your device from your computer. Turn off mass storage mode. Format the media card. Turn on mass storage mode.

Related topics

Turn off mass storage mode, 98
Format a media card, 97

My device is not using the correct ring tone or wallpaper

If you are using a ring tone or wallpaper picture that you encrypted in the device memory or on the media card using your BlackBerry® device password and you reset your device, unlock your device.

Related topics

Lock your device, 225

Some features are not available on my device

The availability of certain features on your BlackBerry® device might be affected based on various items such as your device model and wireless service plan.

If your email account uses a BlackBerry® Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If an administrator has set an option for you, a red lock indicator appears beside the option field.

For more information about the features that are available on your device, contact your wireless service provider or administrator, or visit www.blackberry.com/go/devices.

Browser

Browser basics

Browsing web pages

Visit a web page

Depending on your wireless service provider, multiple browsers might appear on your BlackBerry® device. For more information about the charges associated with using each browser, contact your wireless service provider.

1. On the Home screen, click the **Browser** icon.
2. Perform one of the following actions:
   - If a web address field appears on the screen, type a web address.
   - If a web address field does not appear on the screen, press the key. Click **Go To**. Type a web address.
3. Press the **Enter** key.

Search the Internet

To perform this task, your BlackBerry® device must be associated with an email account that uses the BlackBerry® Internet Service that supports this feature. For more information, contact your wireless service provider.

1. On the Home screen, click the **Browser** icon.
2. Perform one of the following actions:
   - If the **Search here** field appears on the screen, type the search terms.
   - If the **Search here** field does not appear on the screen, press the **Menu** key. Click **Go To**. Type the search terms.
3. Press the **Enter** key.

Switch browser views

You can view web pages in Column view or Page view. Column view displays web pages in a mobile view format. Page view displays web pages in a wide screen format that is similar to the format that the browser on your computer uses to display web pages.

1. On a web page, press the **Menu** key.
2. Click **Column View** or **Page View**.

Zoom in to or out from a web page

1. On a web page, press the **Menu** key.
2. Click **Zoom In** or **Zoom Out**.

To zoom back to the original web page size, press the **Escape** key.

Move back or forward a web page

1. On a web page, press the **Menu** key.
2. Click **Back** or **Forward**.

Refresh a web page

1. On a web page, press the **Menu** key.
2. Click **Refresh**.

Save a web page to a message list

A saved web page displays content that was current at the time that you saved the web page.

1. On a web page, press the **Menu** key.
2. Click **Save Page**.
3. Click **OK**.

Stop loading a web page

1. When a web page is loading, press the **Menu** key.
2. Click **Stop**.

Search for text in a message, in an attachment, or on a web page

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in an attachment, or on a web page, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

View a list of web pages you visited recently

Depending on the browser configuration that you used to visit a web page or add a bookmark, when you click the web page in the browser history or bookmark list, the web page might open in the browser that you used to visit the web page and not the browser that you set as your default browser configuration. Extra fees might apply for using a different browser. For more information about the fees associated with each of the browsers that are available on your BlackBerry® device, contact your wireless service provider.

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **History**.

Return to the home page

1. On a web page, press the **Menu** key.
2. Click **Home**.

Close the browser

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Close**.

Viewing, copying, and forwarding addresses

View the address for a web page

1. On a web page, press the **Menu** key.
2. Click **Page Address**.

View the address for a link or picture

1. On a web page, highlight or pause on a link or picture.
2. Press the **Menu** key.
3. Click **Link Address** or **Image Address**.

Copy an address for a web page, link, or picture

1. On a web page, perform one of the following actions:
   - Highlight or pause on a link. Press the **Menu** key. Click **Link Address**.
   - Highlight or pause on a picture. Press the **Menu** key. Click **Image Address**.
   - Press the **Menu** key. Click **Page Address**.
2. Click **Copy Address**.

To paste the address, press the **Menu** key. Click **Paste**.

Send a web page address

1. On the Home screen, click the **Browser** icon.
2. On a web page, press the **Menu** key.
3. Click **Send Address**.
4. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

Send a link or picture from a web page

1. On a web page, highlight or pause on a link or picture.
2. Press the **Menu** key.
3. Click **Link Address** or **Image Address**.
4. Click **Send Address**.
5. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

Viewing pictures and playing media files

Play a media file on a web page

1. On a web page, click a media file.
2. Click **Open**.

Save a song or video from a web page

1. In the browser, click a link for a song or video.
2. Click **Save**.
3. Type a name for the song or video.
4. Click **Save**.

View a full picture on a web page

1. On a web page, highlight or pause on a picture.
2. Press the **Menu** key.
3. Click **Full Image**.

Zoom in to or out from a picture

1. In a picture, press the **Menu** key.
2. Click **Zoom**.
3. Roll the trackball up or down.

To zoom back to the original picture size, press the **Menu** key. Click **Fit to Screen**.

To close the picture, press the **Escape** key once in the camera or twice in the media application.

Browser bookmarks

About bookmarks for web pages

You can add bookmarks for web pages that you visit frequently. When you add a bookmark, you can set whether you want the browser to check the web page for updates periodically. Bookmarks for web pages that have been updated since the last time you visited them appear in italic.

Add a bookmark for a web page

Depending on the browser configuration that you used to visit a web page or add a bookmark, when you click the web page in the browser history or bookmark list, the web page might open in the browser that you used to visit the web page and not the browser that you set as your default browser configuration. Extra fees might apply for using a different browser. For more information about the fees associated with each of the browsers that are available on your BlackBerry® device, contact your wireless service provider.

1. On a web page, press the **Menu** key.
2. Click **Add Bookmark**.
3. In the **Auto Synchronize** field, set how often the browser should check for updates to the web page.
4. In the **Start time** field, set the time of day when the browser should start checking for updates.
5. Click **Add**.

If you visit the web page offline, the browser displays the content that was current the last time that you viewed the web page online.

Change a bookmark for a web page

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Bookmarks**.
4. Highlight a bookmark.
5. Press the **Menu** key.
6. Click **Edit Bookmark**.
7. Change the bookmark.
8. Click **Accept**.

Send a bookmark for a web page

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Bookmarks**.
4. Highlight a bookmark.
5. Press the **Menu** key.

6. Click **Send Bookmark**.
7. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

Delete a bookmark for a web page

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Bookmarks**.
4. Highlight a bookmark.
5. Press the **Menu** key.
6. Click **Delete Bookmark**.

Add a bookmark folder for web pages

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Bookmarks**.
4. Highlight a bookmark folder.
5. Press the **Menu** key.
6. Click **Add Subfolder**.

File a bookmark for a web page

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Bookmarks**.
4. Highlight a bookmark.
5. Press the **Menu** key.
6. Click **Move Bookmark**.
7. Click the new location.

Rename a bookmark folder for web pages

You can only rename folders that you created.

1. On the Home screen, click the **Browser** icon.
2. Highlight a folder.
3. Press the **Menu** key.
4. Click **Rename Folder**.

Delete a bookmark folder for web pages

You can only delete folders that you created.

1. On the Home screen, click the **Browser** icon.
2. Highlight a folder.
3. Press the **Menu** key.
4. Click **Delete Folder**.

Web feeds

About web feeds

Web feeds provide you with information about updates to web site content. You can open a web feed to view a list of titles and descriptions for updated web site content. For example, if you open a sports web feed for a news web site, you can scan a list of sports stories that the web site has published since the last time that you checked the web feed. If a title interests you, you can view the web feed content, or if an audio version of the content is available, you can listen to the web feed content.

You can open web feeds on web pages, or you can subscribe to web feeds and open them from your bookmark list. In your bookmark list, web feeds that have been updated since the last time you checked them appear in italic. In a web feed, unopened web feed titles appear in bold.

If one or more web feeds are available on a web page, the Add Web Feed option appears in the menu.

Subscribe to a web feed

1. On a web page, press the **Menu** key.
2. Click **Add Web Feed**.
3. Select the check box beside a web feed.
4. In the **Auto Synchronize** field, set how often the browser should check for updates to the web feed.
5. In the **Start time** field, set the time of day when the browser should start checking for updates.
6. Click **Add**.

View web feed content

1. In a web feed, highlight a title.
2. Press the **Menu** key.
3. Perform one of the following actions:
   - To view a summary of the story, click **Show Description**.
   - To view the full story, click **Read Story**.

To hide a description, highlight a title. Press the **Menu** key. Click **Hide Description**.

Listen to web feed content

If your BlackBerry® device is associated with an email account that uses the BlackBerry® Internet Service, you can listen to web feed content that does not exceed 5 MB. If your device is associated with an email account that uses the BlackBerry® Enterprise Server, you might not be able to listen to web feed content that exceeds 128 KB. For more information, contact your administrator.

1. In a web feed, highlight a title.
2. Press the **Menu** key.
3. Click **Get Audio**.

Mark a web feed title as opened or unopened

In a web feed, perform one of the following actions:

- Highlight a title. Press the **Menu** key. Click **Mark Opened** or **Mark Unopened**.
- Highlight a date field. Press the **Menu** key. Click **Mark Prior Opened**.

Change a web feed

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Press the **Menu** key.
5. Click **Edit Bookmark**.
6. Change the web feed.
7. Click **Accept**.

File a web feed

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Press the **Menu** key.
5. Click **Move Bookmark**.
6. Click the new location.

Delete a web feed

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Press the **Menu** key.
5. Click **Delete Bookmark**.

Browser options

Change the default browser view

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Properties**.
5. Change the **Default View** field.
6. Press the **Menu** key.
7. Click **Save Options**.

Change the home page or start page

Depending on your wireless service provider, you might not be able to change the home page.

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Browser Configuration**.
5. Perform any of the following actions:
   - In the **Home Page Address** field, type a web address.
   - Change the **Start Page** field.
6. Press the **Menu** key.
7. Click **Save Options**.

Change JavaScript options

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **Browser Configuration**.
4. Select any of the following check boxes:
   - **Support JavaScript**
   - **Allow JavaScript popups**
   - **Terminate slow running scripts**
5. Press the **Menu** key.
6. Click **Save Options**.

Change options for pictures and animation on web pages

1. On the Home screen, click the **Browser** icon.

2. Press the **Menu** key.
3. Click **Options**.
4. Perform any of the following actions:
   - To stop displaying pictures, click **Browser Configuration**. Change the **Show Images** field.
   - To change the quality of pictures, click **General Properties**. Change the **Image Quality** field.
   - To change the number of times that animated graphics repeat, click **General Properties**. Change the **Repeat Animations** field.
5. Press the **Menu** key.
6. Click **Save Options**.

Change display options for web pages

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Browser Configuration**.
5. Perform any of the following actions:
   - To view background images, select the **Use Background Images** check box.
   - To change the browsing experience, change the **Browser Identification** field.
6. Press the **Menu** key.
7. Click **Save Options**.

Change font options for web pages

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Properties**.
5. Perform any of the following actions:
   - Change the **Default Font Family** and **Default Font Size** fields.
   - Change the **Minimum Font Style** and **Minimum Font Size** fields.
6. Press the **Menu** key.
7. Click **Save Options**.

Set the character encoding for all web pages

By default, your BlackBerry® device uses the optimal character encoding for a web page.

1. On a web page, press the **Menu** key.
2. Click **Set Encoding**.
3. Clear the **Auto mode** check box.
4. Set the **Default charset** field.
5. Click **OK**.

Receive a prompt before closing the browser or running a script

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Properties**.
5. Select any of the following check boxes:
   - **Prompt Before Closing Browser On Escape**
   - **Prompt Before Closing Modified Pages**
   - **Prompt Before Running WML Scripts**
6. Press the **Menu** key.
7. Click **Save Options**.

Clear a browser cache

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Cache Operations**.
5. Beside a cache type, click **Clear**.
6. Press the **Escape** key.

Clear the browser history

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Cache Operations**.
5. Click **Clear History**.
6. Press the **Escape** key.

About browser configurations

The browser on your BlackBerry® device supports multiple browser configurations for optimizing your browsing experience.

If your BlackBerry device is associated with an email account that uses a BlackBerry® Enterprise Server that supports the BlackBerry Browser, you can use the BlackBerry Browser configuration to browse the Internet and your organization's intranet. If you use the BlackBerry Browser configuration, you might not be able to change some browser options.

You can use the Internet Browser configuration to access web pages that enable you to subscribe to BlackBerry web push services or access ring tones. Depending on your wireless service provider, the Internet Browser configuration might not be available on your device or might use a different name. For more information about the Internet Browser configuration, contact your wireless service provider.

You can use the WAP Browser configuration to access web pages from your wireless service provider that enable you to configure your account information and subscribe to services such as voice mail.

If you are in a Wi-Fi® coverage area, you can log in to a Wi-Fi access point and use the Hotspot Browser to browse web pages. If your device is associated with an email account that uses a BlackBerry Enterprise Server, your organization might prevent the Hotspot Browser from appearing, or might restrict you from using the Hotspot browser to browse web pages.

Set the default browser configuration

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Browser**.
4. Set the **Default browser configuration** field.
5. Press the **Menu** key.
6. Click **Save**.

Browser security

About TLS

The BlackBerry® Browser configuration is designed to use TLS or SSL to encrypt data that your device sends or receives over the Internet through the BlackBerry® Enterprise Server. Communication between your device and the BlackBerry Enterprise Server is encrypted using Triple DES. Communication between the BlackBerry Enterprise Server and content servers is encrypted using SSL or TLS. To increase security, you can set up TLS for HTTP connections between your device and the BlackBerry Enterprise Server and use Triple DES encryption for all other communication between your device and the BlackBerry Enterprise Server.

About WTLS

The WAP Browser configuration is designed to use WTLS to encrypt data that your BlackBerry® device sends and receives over the Internet through a WAP gateway. Communication between your device and the WAP gateway is encrypted using WTLS. Communication between the WAP gateway and content servers is encrypted using TLS or SSL.

Manage browser security

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **TLS** or **WTLS**.
4. Set the security options.
5. Press the **Menu** key.
6. Click **Save**.

TLS options

TLS Default:
Specify the type of TLS or SSL connection that your browser uses for HTTP connections. To use a direct TLS or SSL connection, change this field to **Handheld**. To use Triple DES and TLS or SSL, change this field to **Proxy**.

Allow HTTPS Redirections:
Specify whether a prompt appears before a secure web page redirects your browser to another web page.

Protocol:
Specify the protocol that your BlackBerry® device uses for TLS connections between the browser and content servers.

Encryption Strength:
Specify whether your browser only accepts and sends data that is encrypted using 128-bit encryption. To accept and send only data that is encrypted using 128-bit encryption, change this field to **Strong Only**. To accept and send data that is encrypted using 128-bit encryption or 56-bit encryption, change this field to **Allow Weak**.

Allow FIPS Algorithms Only:
Specify whether your browser accepts and sends data that is encrypted using only FIPS-approved algorithms.

Prompt for Server Trust:
Specify whether a prompt appears when your browser tries to connect to an untrusted content server that your device does not have an authentication certificate for.

Prompt for Domain Name:
Specify whether a prompt appears when your browser tries to connect to a content server and the domain name on the authentication certificate for the content server does not match the web address that the browser is trying to connect to.

Prompt for Certificate:
Specify whether a prompt appears when your browser tries to connect to a content server. You might want a prompt to appear if your device has more than one certificate that you use to authenticate with content servers.

Prompt if Client Cert Not Found:
Specify whether a prompt appears when your browser tries to connect to a content server, but your device does not have a certificate that can be used to authenticate with the content server.

Default Client Cert:
Specify the certificate that your browser uses to authenticate with content servers.

WTLS options

Encryption Strength:

Specify whether your browser only accepts and sends data that is encrypted using 128-bit encryption. To accept and send only data that is encrypted using 128-bit encryption, change this field to **Strong Only**. To accept and send data that is encrypted using 128-bit encryption or 56-bit encryption, change this field to **Allow Weak**.

Prompt for Server Trust:
Specify whether a prompt appears when your browser tries to connect to an untrusted content server that your device does not have an authentication certificate for.

Add a trusted content server

Add content servers to your trusted content server list to accelerate the authentication process when you are authenticating with a content server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **TLS**.
4. Press the **Menu** key.
5. Click **Add Host**.
6. Perform one of the following actions:
   - If the **TLS Default** field is set to **Proxy**, in the **Host Name** field, type the web address for the content server.
   - If the **TLS Default** field is set to **Handheld**, in the **Host Name** field, type the web address for the content server. Set the **Certificate** field to the client certificate that you want to use to authenticate with the content server.
7. Click **OK**.
8. Press the **Menu** key.
9. Click **Save**.

Browser push

About browser push

Browser push is designed to push information from a web application to your BlackBerry® device as the information becomes available. For example, you can use browser push to receive updates for weather reports, stock quotes, or breaking news. When your device receives an update, a new browser push message might appear in the messages application or an icon on the Home screen might change to indicate that new information is available. The web application might also push updated information to your browser cache without notifying you. If information is pushed to your browser cache, the information is available on your device even when your device is not connected to the wireless network.

Your device supports different types of browser push messages. Service loading messages and service indication messages include updated information. Other browser push messages include messages that appear in your browser cache.

Turn off browser push

1. On the Home screen or in a folder, click the **Options** icon.

2. Click **Advanced Options**.
3. Click **Browser Push**.
4. Perform one of the following actions:
   - To reject all browser push messages, clear the **Enable Push**, **Enable MDS Push**, and **Enable WAP Push** check boxes.
   - To reject browser push messages through a BlackBerry® Enterprise Server or BlackBerry® Internet Service, clear the **Enable MDS Push** check box.
   - To reject browser push messages through WAP gateways, clear the **Enable WAP Push** check box.
5. Press the **Menu** key.
6. Click **Save**.

Browser push options

Process MDS:
Set whether your BlackBerry® device accepts browser push messages from the BlackBerry® Enterprise Server or BlackBerry® Internet Service.

MDS Hosts:
Set whether your device accepts push messages from all BlackBerry Enterprise Servers or BlackBerry Internet Services, or no BlackBerry Enterprise Servers or BlackBerry Internet Services.

Process SMSC:
Set whether your device accepts SMS-based browser push messages.

SMSC Hosts:
Set which SMSC hosts your device accepts browser push messages from. To accept browser push messages from a specific SMSC host, type the phone number for the SMSC host.

Process IP:
Set whether your device accepts browser push messages that web applications send through a WAP gateway.

IP Hosts:
Set which WAP gateways your device accepts browser push messages from. To accept browser push messages from a specific IP host, type the IP address for the WAP gateway.

Browser shortcuts

- To insert a period (.) in the web address field, press the **Space** key.
- To insert a slash mark (/) in the web address field, press the **Shift** key and the **Space** key.
- To stop loading a web page, press the **Escape** key.
- To close the browser, press and hold the **Escape** key.

On a web page

- To switch between Column view and Page view, press **Z**.
- To zoom in to a web page, press **I**.
- To zoom out from a web page, press **O**.
- To move to a specific web page, press **G**.
- To return to the home page, press **H**.
- To turn on support for JavaScript, press **J**.
- To open the bookmark list, press **K**.
- To add a bookmark, press **A**.
- To view a list of web pages that you have visited recently, press **Y**.
- To refresh a web page, press **R**.
- To view the web page address for a link, highlight a link. Press **L**.
- To view the web page address for a web page, press **P**.
- To follow a link, highlight or pause on the link. Press the **Enter** key.
- To hide the banner, press **U**. To view the banner, press **U**.
- To open the browser options, in the browser, press **S**.

Navigate a web page

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a web page, press **T**.
- To move to the bottom of a web page, press **B**.

Browser troubleshooting

No browser is available on my device

Depending on your wireless service plan, this feature might not be supported.

Verify that your BlackBerry® device is connected to the wireless network.

I cannot set up automatic synchronization for bookmarks

When you add a bookmark, you can only set the Auto Synchronize and Start Time fields if content protection is turned off.

Related topics

Protect your device data, 230

I cannot play a song or video on a web page

Your BlackBerry® device might not support the size or file format of the song or video file.

I receive a prompt to switch browsers when streaming a song or video

If you receive a prompt to switch browsers, you cannot stream songs or videos with the browser configuration that you are using. If you switch to the WAP Browser, extra fees might apply. For more information, contact your wireless service provider or administrator.

To stop receiving this prompt, in the browser options, click **General Properties**. Clear the **Prompt Before Switching to WAP for streaming media** check box.

Date, time, and alarm

Set the date and time

1. In the clock, press the **Menu** key.
2. Click **Options**.
3. Click **Set Time**.
4. Click the **Time** field.
5. Roll the trackball to select a time.
6. Click the **Time** field.
7. Press the **Menu** key.
8. Click **Save**.

Get the date and time from the wireless network automatically

To perform this task, your BlackBerry® device must be connected to the wireless network.

1. In the clock, press the **Menu** key.
2. Click **Options**.
3. Click **Set Time**.
4. Change the **Time Zone** field.
5. Perform one of the following actions:
   - To get the date and time from the wireless network that your device is connected to, change the **Date/Time Source** field to **Network**.
   - To get the date and time from the BlackBerry network, change the **Date/Time Source** field to **BlackBerry**.
6. Press the **Menu** key.
7. Click **Update Time**.
8. Press the **Menu** key.
9. Click **Save**.

To set the time yourself, change the **Date/Time Source** field to **Off**.

Change what appears on the display when your device is charging

1. On the Home screen, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **When Charging** field.

5. Press the **Menu** key.
6. Click **Save**.

Change the clock face

You can set a different clock face for the clock, stopwatch and timer.

1. On the Home screen, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Clock Face**, **Stopwatch Face** or **Timer Face** fields.
5. Press the **Menu** key.
6. Click **Save**.

Display a second time zone

1. On the Home screen, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Home Time Zone** field.
5. Press the **Menu** key.
6. Click **Save**.

Turn on bedside clock mode

You can set options for bedside clock mode so that you can view the clock without being interrupted by incoming calls or messages.

1. On the Home screen, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Enter Bedside Mode**.

To turn off bedside clock mode, press the **Escape** key.

Related topics

Set options for bedside clock mode, 119

Set options for bedside clock mode

1. On the Home screen, click the **Clock** icon.
2. Press the **Menu** key.

3. Click **Options**.
4. In the **Bedside Mode** section, perform any of the following actions:
   - To receive LED notification when bedside clock mode is turned on, change the **Disable LED** field to **No**.
   - To turn off the connection to the wireless network, so that your device does not receive phone calls or messages when bedside clock mode is turned on, change the **Disable Radio** field to **Yes**.
   - To turn off screen dimming when bedside clock mode is turned on, change the **Dim Screen** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Turn on the alarm

1. In the clock, press the **Menu** key.
2. Click **Set Alarm**.
3. Roll the trackball over the text beside the alarm time to highlight **On** or **Weekdays**.
4. Press the **Escape** key.
5. Click **Save**.

In the device status section of the Home screen, a clock indicator appears.

Related topics

Turn off your device, 220

Silence the alarm

- If snooze is not turned on, press any key.
- If snooze is turned on, click **Snooze**.

Change alarm notification options

1. In the clock, press the **Menu** key.
2. Click **Options**.
3. In the **Alarm** section, change the **Alert Type**, **Alarm Tune**, **Volume**, **Snooze Time**, and **Number of Vibrations** fields.
4. Press the **Menu** key.
5. Click **Save**.

Use the stopwatch

1. On the Home screen, click the **Clock** icon.

2. Press the **Menu** key.
3. Click **Stopwatch**.
4. Click the **start/stop** icon.
5. Perform any of the following actions:
   - To record lap times, click the **lap** icon.
   - To stop timing, click the **start/stop** icon again.
   - To send the results in a message, press the **Menu** key. Click **Send Results**. Click a message type.

Set the timer

1. On the Home screen, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Timer**.
4. Press the **Menu** key.
5. Click **Set Timer**.
6. Type the length of time to count down.
7. Click **Start**.

If you exit the clock application, the timer continues to count down.

Change timer notification options

1. In the clock, press the **Menu** key.
2. Click **Options**.
3. In the **Countdown Timer** section, change the **Timer Tune**, **Volume**, or **Vibrate** fields.
4. Press the **Menu** key.
5. Click **Save**.

Date, time, and alarm troubleshooting

The time on my device is incorrect

1.
2. Try performing the following actions:
   - If you have traveled to a different time zone, set the **Time Zone** field to display the correct time zone.
   - If you have set the **Date/Time Source** field to **Network**, try setting the **Date/Time Source** field to **BlackBerry**.

Personal organizer

Contacts

Contact basics

Add a contact

1. In the contact list, click **Add Contact**.
2. Type the contact information.
3. Press the key.
4. Click **Save**.

Add a contact from a message, call log, or web page

1. In a message, a call log, or on a web page, highlight a contact.
2. Press the **Menu** key.
3. Click **Add to Contacts**.
4. Type the contact information.
5. Press the **Menu** key.
6. Click **Save**.

Name a custom contact list field

If you change the name of a custom contact list field, it changes for all contacts.

1. When adding or changing a contact, highlight the **User1**, **User2**, **User3**, or **User4** field.
2. Press the **Menu** key.
3. Click **Change Field Name**.
4. Type a name for the custom contact list field.
5. Press the **Enter** key.

You can synchronize custom contact list fields on your BlackBerry® device with the email application on your computer. For more information about synchronizing custom contact list fields, see the *BlackBerry Desktop Software Online Help*.

About pauses and waits

Use a pause or a wait to separate additional numbers, for example a password or extension, from a main phone number. After dialing the main phone number, your BlackBerry® device either pauses before dialing the additional numbers (pause) or prompts you to type them (wait).

Add a pause or a wait to a phone number

1. After typing the main part of a phone number in a phone number field, press the **Menu** key.
2. Click **Add Pause** or **Add Wait**.
3. Type the additional numbers.
4. Press the **Menu** key.
5. Click **Save**.

View a contact

In the contact list, click a contact.

Change a contact

1. In the contact list, highlight a contact.
2. Press the **Menu** key.
3. Click **Edit**.
4. Change the contact information.
5. Press the **Menu** key.
6. Click **Save**.

Delete a contact

1. In the contact list, highlight a contact.
2. Press the **Menu** key.
3. Click **Delete**.

Search for contacts in your organization's address book

To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. In the contact list, press the **Menu** key.
2. Click **Lookup**.
3. Type part or all of a contact name.
4. Press the **Enter** key.

Manage contact lookup results

1. In the contact lookup results, highlight a contact.
2. Press the **Menu** key.
3. Perform one of the following actions:
   - To add a contact to your contact list, click **Add to Contacts**.
   - To add all the contacts, click **Add All to Contacts**.
   - To view information for a contact, click **View**.

- To delete a contact from the contact lookup results, click **Delete**.
- To delete the contact lookup results, click **Delete Lookup**.
- To start a new contact lookup, click **Lookup**.

Customizing contacts

About custom ring tones

You can assign a custom ring tone to a contact without changing other notifications.

Custom ring tone options appear with your contacts and your notification profiles. When you assign a custom ring tone to a contact, a new profile exception appears with your notification profiles as "Calls From <contact>". Notification profile exceptions are shared between your contacts and your notification profiles and changes that you make in one application are made in the other application.

Your BlackBerry® device bases the volume for custom ring tones on the volume that you set in the active notification profile.

Assign a ring tone to a contact

1. In the contact list, highlight a contact.
2. Press the **Menu** key.
3. Click **Edit**.
4. Press the **Menu** key.
5. Click **Add Custom Ring Tone**.
6. Change the **Custom Ring Tone** field.
7. Press the **Menu** key.
8. Click **Save**.

Add a caller ID picture for a contact

1. In the contact list, highlight a contact.
2. Press the **Menu** key.
3. Click **Add Picture**.
4. Highlight a picture.
5. Press the **Menu** key.
6. Click **Select**.
7. Center the picture in the box.
8. Press the **Menu** key.
9. Click **Crop and Save**.

Change the caller ID picture for a contact

1. In the contact list, highlight a contact.
2. Press the **Menu** key.
3. Click **Edit**.

4. Highlight the caller ID picture.
5. Press the **Menu** key.
6. Click **Replace Picture**.
7. Highlight a picture.
8. Press the **Menu** key.
9. Click **Select**.
10. Center the picture in the box.
11. Press the **Menu** key.
12. Click **Crop and Save**.

Delete the caller ID picture for a contact

1. In the contact list, highlight a contact.
2. Press the **Menu** key.
3. Click **Edit**.
4. Highlight the caller ID picture.
5. Press the **Menu** key.
6. Click **Delete Picture**.
7. Press the **Menu** key.
8. Click **Save**.

Mailing lists

About mailing lists

You can use mailing lists when you send email, PIN, SMS text, or MMS messages.

Mailing lists that you create on your BlackBerry® device do not appear in the email application on your computer.

Create a mailing list

1. In the contact list, press the **Menu** key.
2. Click **New Group**.
3. Type a name for the mailing list.
4. Press the **Menu** key.
5. Click **Add Member**.
6. Click a contact.
7. To add another contact, repeat steps 4 to 6.
8. Press the **Menu** key.
9. Click **Save Group**.

Change a mailing list

1. In the contact list, highlight a mailing list.

2. Press the **Menu** key.
3. Click **Edit Group**.
4. Click a contact.
5. Click one of the following menu items:
   - **Add Member**
   - **Change Member**
   - **Delete Member**
6. Press the **Menu** key.
7. Click **Save Group**.

Note: When you delete a contact from a mailing list, the contact remains in your contact list.

View a mailing list

In the contact list, click a mailing list.

To view the details for a contact in the mailing list, click a contact. Click **View Member**.

Delete a mailing list

1. In the contact list, highlight a mailing list.
2. Press the **Menu** key.
3. Click **Delete Group**.

Multiple contact lists

About multiple contact lists

If your BlackBerry® device is associated with multiple email accounts, you might have contacts from each email account on your device. For example, if your device is associated with a work email account and a personal email account, you might be able to view your work contact list and your personal contact list on your device. For more information, contact your wireless service provider.

Switch contact lists

1. In a contact list, press the **Menu** key.
2. Click **Select Contacts**.
3. Click a contact list.

Change the default contact list

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Contact List (SYNC)** field.

5. Press the **Menu** key.
6. Click **Save**.

Contact list options

Sort contacts or tasks

1. In the contact list or task list, press the **Menu** key.
2. Click **Options**.
3. If necessary, click **General Options**.
4. Change the **Sort By** field.
5. Press the **Menu** key.
6. Click **Save**.

Change the display options for contacts

You can change how your contacts appear in all applications, including the phone, message list, contact list, and calendar.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Change the **Name Display** field.
4. Press the **Menu** key.
5. Click **Save**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click an application icon.
2. In an application, press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Confirm Delete** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

View the number of contacts stored on your device

1. In the contact list, press the **Menu** key.
2. Click **Options**.
3. Click a contact list.

The Number of Entries field displays the number of contacts that are stored in the contact list.

Contact troubleshooting

Custom contact list field data is not appearing on my computer

You can only synchronize the data in a custom contact list field with a text field in the email application on your computer. For example, you cannot add a contact's birthday to a custom contact list field on your BlackBerry® device and synchronize it with the email application on your computer, because the birthday field is a date field in the email application on your computer.

Caller ID pictures are not appearing on my device

If your BlackBerry® device is associated with a Microsoft® Outlook® 2000 email account and you add a picture for a contact in the email application on your computer, verify that the file name for the picture is ContactPicture.jpg.

Calendar

Calendar basics

About calendar views

You can view your appointments and meetings in one of four calendar views. Day, Week, and Month views display all your appointments and meetings for the selected time period. Agenda view displays all your scheduled appointments and meetings in a list. Agenda view also displays free time that you have between appointments.

Switch calendar views

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click a view.

Move around a calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Perform one of the following actions:
   - To move to a specific date, click **Go To Date**.
   - To move to the current date, click **Today**.
   - To move forward or back by a time period, click **Prev** or **Next**.

Schedule an appointment

1. On the Home screen, click the **Calendar** icon.

2. Press the key.
3. Click **New**.
4. Type the appointment information.
5. If the appointment recurs, change the **Recurrence** field.
6. Press the key.
7. Click **Save**.

Related topics
Turn off your device, 220

Schedule an appointment quickly in Day view

To perform this task, in the general calendar options, the Enable Quick Entry field must be set to Yes.

1. On the Home screen, click the **Calendar** icon.
2. In Day view, beside the start time, type the subject of the appointment.
3. Type a location in parentheses.
4. To change the end time, roll the trackball.
5. Click the trackball.

If you have multiple calendars on your BlackBerry® device, the appointment appears in your default calendar.

Schedule a meeting

To perform this task, your BlackBerry® device must be associated with an email account that uses the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **New**.
4. Type the meeting information.
5. Press the **Menu** key.
6. Click **Invite Attendee**.
7. Click a contact.
8. To add another contact to your meeting, repeat steps 4 to 6.
9. Press the **Menu** key.
10. Click **Save**.

Related topics
Turn off your device, 220

Recurrence fields

Every:
Set the frequency of the daily, weekly, or monthly recurring appointment, meeting, or task.

Relative Date:
Set whether the monthly or yearly recurring appointment, meeting, or task recurs on a relative date (for example, on the last Friday of each month).

Schedule an alarm

1. On the Home screen, click the **Calendar** icon.
2. Press the key.
3. Click **New Alarm**.
4. Type the alarm information.
5. If the alarm recurs, change the **Recurrence** field.
6. Press the **Menu** key.
7. Click **Save**.

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. In a message, calendar entry, task, or memo, press the **Menu** key.
2. Click **Check Spelling**.
3. Perform any of the following actions:
   - To accept the suggested spelling, click a word in the list that appears.
   - To ignore the suggested spelling, press the **Escape** key.
   - To ignore all instances of the suggested spelling, press the **Menu** key. Click **Ignore All**.
   - To add the word to the custom dictionary, press the **Menu** key. Click **Add To Dictionary**.
   - To stop checking spelling, press the **Menu** key. Click **Cancel Spell Check**.

Open an appointment, meeting, or alarm

1. On the Home screen, click the **Calendar** icon.
2. Click an appointment, meeting, or alarm.

Delete an appointment, meeting, or alarm

1. On the Home screen, click the **Calendar** icon.
2. Highlight an appointment, meeting, or alarm.
3. Press the **Menu** key.
4. Click **Delete**.

Switch days in Day view

To move from one day to another using the navigation bar in the upper-right corner of the screen, click a day.

Meetings

Schedule a meeting

To perform this task, your BlackBerry® device must be associated with an email account that uses the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **New**.
4. Type the meeting information.
5. Press the **Menu** key.
6. Click **Invite Attendee**.
7. Click a contact.
8. To add another contact to your meeting, repeat steps 4 to 6.
9. Press the **Menu** key.
10. Click **Save**.

Related topics

Turn off your device, 220

Recurrence fields

Every:

Set the frequency of the daily, weekly, or monthly recurring appointment, meeting, or task.

Relative Date:

Set whether the monthly or yearly recurring appointment, meeting, or task recurs on a relative date (for example, on the last Friday of each month).

Respond to a meeting invitation

1. In a meeting invitation, press the **Menu** key.
2. Click one of the following menu items:
   - **Accept** or **Accept with Comments**
   - **Tentative** or **Tentative with Comments**
   - **Decline** or **Decline with Comments**

Note: If you delete a meeting invitation from a message list before you accept or decline it, the meeting is deleted from the email application on your computer.

View your calendar when responding to a meeting

1. In a meeting invitation, press the **Menu** key.

2. Click **View Calendar**.

To return to the meeting invitation, press the **Escape** key.

Check availability of meeting participants

To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

You can only check availability of meeting participants in your organization.

1. In a meeting or meeting invitation, below the list of meeting participants, click **View Availability**.
2. Perform any of the following actions:
   - To select the next time that all meeting participants are available, click **Next Available Time**.
   - To view a list of the statuses that are associated with the colored bars on the screen (for example, busy or tentative), press the **Menu** key. Click **Show Legend**.

Change the list of participants for a meeting

To perform this task, you must be the meeting organizer.

1. In a meeting, in the **Accepted** or **Declined** field, highlight a contact.
2. Press the **Menu** key.
3. Click one of the following menu items:
   - **Invite Attendee**
   - **Change Attendee**
   - **Remove Attendee**
4. Press the **Menu** key.
5. Click **Save**.

Send an email message to all meeting participants

1. In a meeting, meeting invitation, or meeting response, press the **Menu** key.
2. Click **Email All Attendees**.

Contact a meeting participant

1. In a meeting, meeting invitation, or meeting response, highlight a contact.
2. Press the **Menu** key.
3. Click a message type or **Call <contact>**.

Conference call meetings

About conference calls

You can create two types of conference calls with your BlackBerry® device. If your organization or a conferencing service has provided you with a conference call bridge number, you can create conference call meetings in the calendar on your device or computer. Conference call meetings allow participants who have a BlackBerry device to enter the conference call meeting with a one-touch Join Now option, if this feature is supported on their device, so that they do not have to dial the conference call bridge number and access codes. If you do not have a conference call bridge number, you can create a conference call by calling other contacts and joining the calls together.

Create a conference call meeting from your device

To perform this task, you must be the meeting organizer. If you are not the meeting organizer, you can create a conference call meeting on behalf of another person from your computer.

1. In a meeting, select the **Conference call** check box.
2. Type the information for the conference call.
3. Press the **Menu** key.
4. Click **Save**.

Related topics

Save your conference call information, 134

Create a conference call meeting from your computer

To perform this task, you must be the meeting organizer or be creating the meeting on behalf of the meeting organizer. For information about creating meetings on behalf of another person, see the documentation for the email application on your computer.

You can create a conference call meeting from your computer that your BlackBerry® device recognizes. When the conference call meeting starts, participants who have a BlackBerry device can enter the conference call meeting with the Join Now option, if their device supports this feature.

1. In the meeting notes, or in the meeting location field, type **CCP:** and the participant conference call bridge number. Do not include spaces.
2. Type a lowercase **x**. Do not include spaces before or after the x.
3. Type the participant access code. Type a space after the participant access code.
4. Type **CCM:** and the moderator conference call bridge number. Do not include spaces.
5. Type a lowercase **x**. Do not include spaces before or after the x.
6. Type the moderator access code. Type a space after the moderator access code.

Example

If the participant and moderator conference call bridge number is 1-800-555-5555, the moderator access code is 55555#, and the participant access code is 55551#, type **CCP:18005555555x55555# CCM:18005555555x55551#**, followed by a space.

Enter a conference call meeting

Perform one of the following actions:

- In a meeting notification, click **Join Now**.
- In the calendar, highlight the meeting. Press the **Menu** key. Click **Join Now**.

Save your conference call information

You can save your conference call information so that it is added to the conference call fields automatically when you create a conference call meeting from your BlackBerry® device.

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Select **Conference Call Options**.
4. Type your conference call information.
5. Press the **Menu** key.
6. Click **Save**.

Calendar options

Change the default calendar view

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Initial View** field.
6. Press the **Menu** key.
7. Click **Save**.

Change the default reminder time for calendar entries

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Default Reminder** field.
6. Press the **Menu** key.
7. Click **Save**.

Related topics

Turn off your device, 220
Change the snooze time for reminders, 135

Change the start and end time for days

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Start of Day** and **End of Day** fields.
6. Press the **Menu** key.
7. Click **Save**.

Change the snooze time for reminders

1. On the Home screen, click the **Calendar** or **Tasks** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Snooze** field.
6. Press the **Menu** key.
7. Click **Save**.

Change the email address that you use to send messages or meeting invitations

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Messaging (CMIME)** field or the **Calendar (CICAL)** field.
5. Press the **Menu** key.
6. Click **Save**.

View tasks in a calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Show Tasks** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

Change the first day of the week

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.

4. Click **General Options**.
5. Change the **First Day of Week** field.
6. Press the **Menu** key.
7. Click **Save**.

Hide free time in Agenda view

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Show Free Time in Agenda View** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

View more of the subject line for appointments in Agenda view

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Show End Time in Agenda View** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

Change how long your device stores calendar entries

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Keep Appointments** field.
6. Press the **Menu** key.
7. Click **Save**.

Your BlackBerry® device deletes calendar entries that are older than the number of days that you set.

To restore calendar entries, change the **Keep Appointments** field to a longer period of time. Calendar entries that you received on your device within the set period of time appear in a calendar.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click an application icon.
2. In an application, press the **Menu** key.

3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Confirm Delete** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

View the number of calendar entries stored in a calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click a calendar.

The Number of Entries field displays the number of entries that are stored in the calendar.

Multiple calendars

About multiple calendars

If your BlackBerry® device is associated with multiple email accounts, you might have multiple calendars on your device. For example, if your device is associated with a work email account and a personal email account, you might be able to view your work calendar and your personal calendar on your device. If you have multiple calendars on your device, you can schedule and manage appointments and meetings in each calendar. For more information, contact your wireless service provider.

Switch calendars

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Select Calendar**.
4. Click a calendar.

Use color to differentiate calendars

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click a calendar.
5. Change the **Appointment Color** field.
6. Press the **Menu** key.
7. Click **Save**.

Change the calendar that reminds you of appointments

1. On the Home screen, click the **Calendar** icon.

2. Press the **Menu** key.
3. Click **Options**.
4. Click a calendar.
5. Change the **Display Reminders** field.
6. Press the **Menu** key.
7. Click **Save**.

Change the default calendar

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Calendar (CICAL)** field.
5. Press the **Menu** key.
6. Click **Save**.

Calendar shortcuts

For shortcuts to work in Day view, in the general calendar options, change the **Enable Quick Entry** field to **No**.

- To schedule an appointment, press **C**.
- To change to Agenda view, press **A**.
- To change to Day view, press **D**.
- To change to Week view, press **W**.
- To change to Month view, press **M**.
- To move to the next day, week, or month, press the **Space** key.
- To move to the previous day, week, or month, press the **Shift** key and the **Space** key.
- To move to the current date, press **T**.
- To move to a specific date, press **G**.

Calendar troubleshooting

I cannot schedule appointments that span multiple days

If you use IBM® Lotus Notes®, you cannot schedule appointments that span multiple days.

I cannot set some fields when scheduling appointments

If you use IBM® Lotus Notes®, you can only change the Subject, Location, Reminder, and Notes fields and the Mark as Private check box when you change a recurring appointment or meeting.

Some characters in calendar entries do not appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry® device that contain special characters or accents, your computer might not support these characters.

On your computer, verify that you are using the correct default code page and that the correct font support is installed on your computer. For more information, see the documentation for the operating system on your computer.

I cannot enter a conference call with the Join Now option

The Join Now option might not appear in the meeting notification if the meeting organizer is not using a BlackBerry® device that supports the Join Now feature, if the organizer did not enter the conference call information correctly, if the organizer set the meeting reminder time to None, or if the notification occurs more than 15 minutes before the meeting start time.

Try performing the following actions:

- Enter the conference call meeting through the calendar menu.
- Enter the conference call meeting by clicking the conference call bridge number and access code provided in the meeting notes.

Tasks

Task basics

Create a task

1. On the Home screen or in a folder, click the **Tasks** icon.
2. Click **Add Task**.
3. Type the task information.
4. Set a due date for the task.
5. If the task recurs, set the **Recurrence** field.
6. Press the **Menu** key.

7. Click **Save**.

Recurrence fields

Every:
Set the frequency of the daily, weekly, or monthly recurring appointment, meeting, or task.

Relative Date:
Set whether the monthly or yearly recurring appointment, meeting, or task recurs on a relative date (for example, on the last Friday of each month).

Change a task

1. On the Home screen or in a folder, click the **Tasks** icon.
2. Highlight a task.
3. Press the **Menu** key.
4. Click **Open**.
5. Change the task information.
6. Press the **Menu** key.
7. Click **Save**.

Change the status of a task

1. On the Home screen or in a folder, click the **Tasks** icon.
2. Highlight a task.
3. Press the **Menu** key.
4. Perform one of the following actions:
   - To mark the task as complete, click **Mark Completed**.
   - To mark the task as deferred, in progress, or waiting, click **Open**. Set the **Status** field. Press the **Menu** key. Click **Save**.

Hide completed tasks

1. On the Home screen or in a folder, click the **Tasks** icon.
2. Press the **Menu** key.
3. Click **Hide Completed**.

Send a task or memo

1. On the Home screen or in a folder, click the **Tasks** icon or the **MemoPad** icon.
2. Highlight a task or memo.
3. Press the **Menu** key.
4. Click **Forward As**.
5. Click a message type.

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. In a message, calendar entry, task, or memo, press the **Menu** key.
2. Click **Check Spelling**.
3. Perform any of the following actions:
   - To accept the suggested spelling, click a word in the list that appears.
   - To ignore the suggested spelling, press the **Escape** key.
   - To ignore all instances of the suggested spelling, press the **Menu** key. Click **Ignore All**.
   - To add the word to the custom dictionary, press the **Menu** key. Click **Add To Dictionary**.
   - To stop checking spelling, press the **Menu** key. Click **Cancel Spell Check**.

Delete a task

1. On the Home screen or in a folder, click the **Tasks** icon.
2. Highlight a task.
3. Press the **Menu** key.
4. Click **Delete**.

Task list options

Sort contacts or tasks

1. In the contact list or task list, press the **Menu** key.
2. Click **Options**.
3. If necessary, click **General Options**.
4. Change the **Sort By** field.
5. Press the **Menu** key.
6. Click **Save**.

Change the snooze time for reminders

1. On the Home screen, click the **Calendar** or **Tasks** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Snooze** field.
6. Press the **Menu** key.
7. Click **Save**.

View tasks in a calendar

1. On the Home screen, click the **Calendar** icon.

2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Show Tasks** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click an application icon.
2. In an application, press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Confirm Delete** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

View the number of tasks or memos stored on your device

1. On the Home screen or in the **Applications** folder, click the **MemoPad** icon or the **Tasks** icon.
2. Press the **Menu** key.
3. Click **Options**.

The Number of Entries field displays the number of tasks or memos that are stored on your BlackBerry® device.

Memos

Memo basics

Create a memo

1. On the Home screen or in a folder, click the **MemoPad** icon.
2. Click **Add Memo**.
3. Type the memo information.
4. Press the **Menu** key.
5. Click **Save**.

Change a memo

1. On the Home screen or in a folder, click the **MemoPad** icon.
2. Highlight a memo.

3. Press the **Menu** key.
4. Click **Edit**.
5. Change the memo information.
6. Press the **Menu** key.
7. Click **Save**.

Send a task or memo

1. On the Home screen or in a folder, click the **Tasks** icon or the **MemoPad** icon.
2. Highlight a task or memo.
3. Press the **Menu** key.
4. Click **Forward As**.
5. Click a message type.

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. In a message, calendar entry, task, or memo, press the **Menu** key.
2. Click **Check Spelling**.
3. Perform any of the following actions:
   - To accept the suggested spelling, click a word in the list that appears.
   - To ignore the suggested spelling, press the **Escape** key.
   - To ignore all instances of the suggested spelling, press the **Menu** key. Click **Ignore All**.
   - To add the word to the custom dictionary, press the **Menu** key. Click **Add To Dictionary**.
   - To stop checking spelling, press the **Menu** key. Click **Cancel Spell Check**.

Delete a memo

1. On the Home screen or in a folder, click the **MemoPad** icon.
2. Highlight a memo.
3. Press the **Menu** key.
4. Click **Delete**.

Memo list options

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click an application icon.
2. In an application, press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Confirm Delete** field to **No**.
6. Press the **Menu** key.

7. Click **Save**.

View the number of tasks or memos stored on your device

1. On the Home screen or in the **Applications** folder, click the **MemoPad** icon or the **Tasks** icon.
2. Press the **Menu** key.
3. Click **Options**.

The Number of Entries field displays the number of tasks or memos that are stored on your BlackBerry® device.

Categories

About categories

You can create categories to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM® Lotus Notes®, you can apply more than one category to a task on your BlackBerry® device, but only one category synchronizes with the task in Lotus Notes.

Categories are shared between the contact list, the task list, and the memo list and changes that you make in one application are made in all applications.

Create a category for contacts, tasks, or memos

1. In the contact list, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Press the **Menu** key.
4. Click **New**.
5. Type a name for the category.
6. Press the **Enter** key.

Categorize a contact, task, or memo

1. When creating or changing a contact, task, or memo, press the **Menu** key.
2. Click **Categories**.
3. Select the check box beside a category.
4. Press the **Menu** key.
5. Click **Save**.

Sort contacts, tasks, or memos by category

1. In the contact list, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Select the check box next to a category.

Delete a contact, task, or memo from a category

1. When changing a contact, task, or memo, press the **Menu** key.
2. Click **Categories**.
3. Clear the check box beside the category.
4. Press the **Menu** key.
5. Click **Save**.

Delete a category

1. In the contact list, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Highlight a category.
4. Press the **Menu** key.
5. Click **Delete**.

Note: When you delete a category, contacts, tasks, or memos in the category are not deleted.

Calculator

Use the calculator

- To press a key in the calculator, press the corresponding key on the BlackBerry® device keyboard.
- To use the alternate function on a key in the calculator, press the **Alt** key and the corresponding key on the device keyboard.

Convert a measurement

1. On the Home screen or in a folder, click the **Calculator** icon.
2. Type a number.
3. Press the **Menu** key.
4. Perform one of the following actions:
   - To convert the number from imperial to metric, click **To Metric**.
   - To convert the number from metric to imperial, click **From Metric**.
5. Click a conversion type.

Notification profiles

Notification basics

About notification profiles

Notification profiles define how your BlackBerry® device notifies you of calendar and task reminders, and incoming messages, calls, and browser content. Your device has six preloaded profiles: Loud, Vibrate, Quiet, Normal, Phone Only, and Off.

You can change preloaded notification profiles or create new ones. In your notification profiles, you can set different notification options for different items, set ring tones, or set the volume for notification. If you set notification volume to Escalating, the notification volume gradually increases.

Change your ring tone

1. In the notification profile list, click **Advanced**.
2. Highlight a notification profile.
3. Press the **Menu** key.
4. Click **Show Ring Tones**.
5. Click a media folder that contains songs, ring tones, or voice notes.
6. Highlight a song, ring tone, or voice note.
7. Press the **Menu** key.
8. Click **Set As Ring Tone**.

Switch notification profiles

In the profile list, click a notification profile.

Create a notification profile

1. In the profile list, click **Advanced**.
2. Press the **Menu** key.
3. Click **New Profile**.
4. Type a name for the profile.
5. Highlight an item.
6. Press the **Menu** key.
7. Click **Edit**.
8. Set notification options.
9. Press the **Menu** key.
10. Click **Save**.

11. To set notification options for another item, repeat steps 5 through 10.
12. Press the **Menu** key.
13. Click **Save**.

Change a notification profile

1. In the profile list, click **Advanced**.
2. Highlight a notification profile.
3. Press the **Menu** key.
4. Click **Edit**.
5. Change the notification profile.
6. Press the **Menu** key.
7. Click **Save**.

Delete a notification profile

You can only delete notification profiles that you created.

1. In the profile list, click **Advanced**.
2. Highlight a notification profile.
3. Press the **Menu** key.
4. Click **Delete**.

Prevent notification during calls

1. In the profile list, click **Advanced**.
2. Highlight a notification profile.
3. Press the **Menu** key.
4. Click **Edit**.
5. Highlight an item.
6. Press the **Menu** key.
7. Click **Edit**.
8. Change the **Notify Me During Calls** field to **No**.
9. Press the **Menu** key.
10. Click **Save**.
11. To change the **Notify Me During Calls** field for another item, repeat steps 5 to 10.
12. Press the **Menu** key.
13. Click **Save**.

Silence your device

In the profile list, perform one of the following actions:

- To receive LED notification only, click **Quiet**.
- To receive vibrate notification only, click **Vibrate**.

- To turn off all notification, including notification profile exceptions and LED notification, click **Off**.

Related topics
Silence the alarm, 120

Download a ring tone

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Media** icon.
2. Click **Ring Tones**.
3. Click **All Ring Tones**.
4. Press the **Menu** key.
5. Click **Download Ring Tones**.

Related topics
Legal notice, 272

LED notification

LED notification

The LED light on the top of your BlackBerry® device flashes different colors to indicate different statuses.

Green:
You are in a wireless coverage area.

Blue:
Your device is connected to a Bluetooth® enabled device.

Red:
A new message has arrived and your selected notification profile is set to notify you using the LED.
If you are using your device with a smart card, your device is accessing data on the smart card.

Amber:
The battery power level for your device is low.

Turn off Bluetooth connection notification

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Bluetooth**.
3. Press the **Menu** key.
4. Click **Options**.
5. Change the **LED Connection Indicator** field to **Off**.

6. Press the **Menu** key.
7. Click **Save**.

To turn on Bluetooth® connection notification again, change the **LED Connection Indicator** field to **On**.

Turn on LED notification for wireless coverage

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **LED Coverage Indicator** field to **On**.
4. Press the **Menu** key.
5. Click **Save**.

When your BlackBerry® device is connected to the wireless network, the LED light flashes green.

To turn off wireless coverage notification, set the **LED Coverage Indicator** field to **Off**.

Custom notification

About custom notification

You can create notification profile exceptions to receive different notification for incoming messages and calls from specific contacts. For example, you can create a notification profile exception that uses the Loud profile for incoming messages and calls from a specific contact, regardless of your active notification profile.

Your BlackBerry® device applies notification profile exceptions in the order in which they appear in the notification profile exception list. If you create multiple notification profile exceptions that include the same contact, place the notification profile exception that you want your device to apply first in the list.

Your device has one preloaded notification profile exception for important calls. You can add contacts to this notification profile exception, or you can delete it.

Set custom notification for calls or messages from a specific contact

1. In the notification profile list, click **Advanced**.
2. Press the **Menu** key.
3. Click **New Exception**.
4. In the **Exception** field, type a name for the notification profile exception.
5. In the **From** field, press the **Menu** key.
6. Click **Add Name**.
7. Click a contact.
8. To add another contact, repeat steps 5 to 7.
9. In the **Use Profile** field, change the notification profile that the exception is based on.

10. Change the **Custom Ring Tone** field.
11. Press the **Menu** key.
12. Click **Save**.

Change the order of notification profile exceptions

1. In the profile list, click **Advanced**.
2. Highlight a notification profile exception.
3. Press the **Menu** key.
4. Click **Move**.
5. Click the new location.

Change a notification profile exception

1. In the profile list, click **Advanced**.
2. Highlight a notification profile exception.
3. Press the **Menu** key.
4. Click **Edit**.
5. Change the notification profile exception information.
6. Press the **Menu** key.
7. Click **Save**.

Change the list of contacts for a notification profile exception

1. In the profile list, click **Advanced**.
2. Highlight a notification profile exception.
3. Press the **Menu** key.
4. Click **Edit**.
5. In the **From** field, press the **Menu** key.
6. Click one of the following menu items:
   - **Add Name**
   - **Change Name**
   - **Delete Name**

Delete a notification profile exception

1. In the profile list, click **Advanced**.
2. Highlight a notification profile exception.
3. Press the **Menu** key.
4. Click **Delete**.

About custom ring tones

You can assign a custom ring tone to a contact without changing other notifications.

Custom ring tone options appear with your contacts and your notification profiles. When you assign a custom ring tone to a contact, a new profile exception appears with your notification profiles as "Calls From <contact>". Notification profile exceptions are shared between your contacts and your notification profiles and changes that you make in one application are made in the other application.

Your BlackBerry® device bases the volume for custom ring tones on the volume that you set in the active notification profile.

Assign a ring tone to a contact

1. In the contact list, highlight a contact.
2. Press the **Menu** key.
3. Click **Edit**.
4. Press the **Menu** key.
5. Click **Add Custom Ring Tone**.
6. Change the **Custom Ring Tone** field.
7. Press the **Menu** key.
8. Click **Save**.

Notification profile troubleshooting

My device is vibrating more times than expected

For calls, the number of times that the BlackBerry® device vibrates is not determined by the number of vibrations that you set in your notification profile. The device vibrates until the caller or the wireless network ends the connection.

I am not receiving notification for incoming calls or messages

Try performing the following actions:

- In the notification profile list, verify that the Off notification profile is not selected.
- In a notification profile exception, verify that the **Custom Ring Tone** field is not set to **Mute**.

Related topics

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Change a notification profile exception, 150

I cannot change some fields in a Calls From notification profile exception

If you assign a custom ring tone to a contact in the contact list, a Calls From notification profile exception appears in the notification profile list. Because these notification profile exceptions are for calls only, you can only change the Custom Ring Tone field.

Typing

Typing basics

Type a symbol

1. Press the **Symbol** key.
2. Type the letter that appears below the symbol.

Type an accent or special character

To type an accented or special character, hold the letter key and roll the trackball to the left or right. For example, to type ü, hold **U** and roll the trackball to the left until ü appears.

Cut, copy, and paste text

1. With text highlighted, press the **Menu** key.
2. Click **Cut** or **Copy**.
3. Place the cursor where you want to insert the cut or copied text.
4. Press the **Menu** key.
5. Click **Paste**.

Clear a field

1. When typing text, press the **Menu** key.
2. Click **Clear Field**.

Highlight a line of text

1. Place the cursor where you want to start highlighting the line of text.
2. Press the **Menu** key.
3. Click **Select**.
4. Roll the trackball up or down.

Highlight text character by character

1. Place the cursor where you want to start highlighting the text.
2. Press the **Menu** key.
3. Click **Select**.
4. Roll the trackball left or right.

Cancel a text selection

1. With text selected, press the **Menu** key.
2. Click **Cancel Selection**.

Set the cursor speed

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Key Rate** field.
4. Press the **Menu** key.
5. Click **Save**.

Set the default currency symbol

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Currency Key** field.
4. Press the **Menu** key.
5. Click **Save**.

Turn on key tones

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Key Tone** field to **On**.
4. Press the **Menu** key.
5. Click **Save**.

Use shortcut keys on the Home screen

By default, shortcuts for the Home screen are turned off so that you can dial phone numbers from the Home screen.

1. In the phone application, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Change the **Dial From Home Screen** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

To dial phone numbers from the Home screen, change the **Dial From Home Screen** field to **Yes**.

Typing input methods

Switch typing input methods

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Perform one of the following actions:
   - To use the multi-tap input method, set the **Input Language** field to **<Language> Multitap**.
   - To use the SureType® input method, set the **Input Language** field to **<Language>**.
4. Press the **Menu** key.
5. Click **Save**.

Change the typing input language

To perform this task, you must have more than one language on your BlackBerry® device. For more information, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Change the **Input Language** field.
4. Press the **Menu** key.
5. Click **Save**.

Arabic and Russian typing input methods

About typing in Arabic or Russian

If your BlackBerry® Device Software supports multiple languages and your keyboard displays Arabic or Russian letters, you can type in Arabic or Russian using the SureType® input method or the multi-tap input method.

When you use the SureType input method, you press the letter key for each letter in a word once, even if two letters appear on the key. As you type, a list of possible letter combinations and words appears on the screen. SureType technology selects letter combinations or words from the list based on context. If you try to type a word or letter combination (for example, a web address or an abbreviation) that SureType technology does not recognize, you can use the list that appears on the screen to build the word letter by letter. SureType technology is designed to "learn" new words or letter combinations that you type.

When you use the multi-tap input method, you press a letter key once to type the first letter on a key and twice to type the second letter, if a second letter appears on the key.

SureType technology is the default typing input method for most fields. Multi-tap is the default for phone number and password fields. You can set your typing input method for all fields to multi-tap.

Type in Arabic or Russian using SureType technology

You can only perform this task if your keyboard displays Arabic or Russian letters.

1. Press the letter key for each letter in a word until you have typed the entire word.
2. If your device does not recognize the word that you have typed, perform one of the following actions:
   - To select a highlighted item from the list that appears when you type and continue typing the same word, click the word.
   - To select a highlighted item from the list that appears when you type and start typing a new word, press the **Enter** key.

Type in Arabic or Russian using multi-tap

You can only perform this task if your keyboard displays Arabic or Russian letters.

If you have set your typing input method to multi-tap or you are typing a phone number or password, perform one of the following actions:

- To type the first letter on a key, press the letter key once.
- To type the second letter on a key, press the letter key twice.

Korean typing input method

Typing tips for the Korean typing input method

- To type the alternate character on a key, press the key twice.
- To type a number, hold the number key.
- To convert a Hangul character to its equivalent Chinese character, on the Home screen, click the **Options** icon. Click **Language**. Select the **Use Space for Han Homonyms** check box. Highlight the character. Press the **Space** key.

Spelling checker

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. In a message, calendar entry, task, or memo, press the **Menu** key.
2. Click **Check Spelling**.
3. Perform any of the following actions:
   - To accept the suggested spelling, click a word in the list that appears.
   - To ignore the suggested spelling, press the **Escape** key.
   - To ignore all instances of the suggested spelling, press the **Menu** key. Click **Ignore All**.
   - To add the word to the custom dictionary, press the **Menu** key. Click **Add To Dictionary**.
   - To stop checking spelling, press the **Menu** key. Click **Cancel Spell Check**.

Correct spelling while you type

By default, your BlackBerry® device underlines words that it does not recognize.

1. Place the cursor in the underlined word.
2. Press the **Menu** key
3. Perform one of the following actions
   - To get spelling suggestions, click **Get Suggestions**. Click a word or press the **Escape** key to close the list.
   - To add the word to the custom dictionary, click **Add to Dictionary**.

Correct spelling quickly while you type

By default, your BlackBerry® device underlines words that it does not recognize.

1. Place the cursor in the underlined word.
2. Click the trackball.
3. Perform one of the following actions:
   - To replace the misspelled word with a suggested spelling, click a word in the list that appears.
   - To close the list without selecting a word, press the **Escape** key.
   - To ignore all instances of the same spelling error, press the **Menu** key. Click **Ignore All**.

Check spelling automatically before sending email messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Spell Check**.
3. Select the **Spell Check Email Before Sending** option.
4. Press the **Menu** key.
5. Click **Save**.

Change options for checking spelling

You can change the type and length of words that the spelling checker includes when checking spelling.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Spell Check**.
3. Change one or more options.
4. Press the **Menu** key.
5. Click **Save**.

Add a word to the custom dictionary

1. On the Home screen, click the **Options** icon.
2. Click **Custom Dictionary**.
3. Press the **Menu** key.
4. Click **New**.

5. Type a word or letter combination.
6. Press the **Enter** key.
7. Press the **Menu** key.
8. Click **Save**.

Change a word in the custom dictionary

1. On the Home screen, click the **Options** icon.
2. Click **Custom Dictionary**.
3. Highlight a word.
4. Press the **Menu** key.
5. Click **Edit**.
6. Change the word.
7. Press the **Enter** key.
8. Press the **Menu** key.
9. Click **Save**.

Delete a word from the custom dictionary

1. On the Home screen, click the **Options** icon.
2. Click **Custom Dictionary**.
3. Highlight a word.
4. Press the **Menu** key.
5. Click **Delete**.
6. Press the **Menu** key.
7. Click **Save**.

Custom dictionary

About the custom dictionary

You can add words to the custom dictionary so that your BlackBerry® device recognizes the word when you check spelling. Because SureType® technology uses the same dictionary, if you are using the Arabic or Russian input methods, words that you add to your custom dictionary are displayed in the list that appears when you type.

Add a word to the custom dictionary

1. On the Home screen, click the **Options** icon.
2. Click **Custom Dictionary**.
3. Press the **Menu** key.

4. Click **New**.
5. Type a word or letter combination.
6. Press the **Enter** key.
7. Press the **Menu** key.
8. Click **Save**.

Change a word in the custom dictionary

1. On the Home screen, click the **Options** icon.
2. Click **Custom Dictionary**.
3. Highlight a word.
4. Press the **Menu** key.
5. Click **Edit**.
6. Change the word.
7. Press the **Enter** key.
8. Press the **Menu** key.
9. Click **Save**.

Delete a word from the custom dictionary

1. On the Home screen, click the **Options** icon.
2. Click **Custom Dictionary**.
3. Highlight a word.
4. Press the **Menu** key.
5. Click **Delete**.
6. Press the **Menu** key.
7. Click **Save**.

Stop adding items to the custom dictionary automatically

1. On the Home screen, click the **Options** icon.
2. Click **Language**.
3. Click **Input Options**.
4. Clear the **Auto Word Learning** check box.
5. Change the **Learn Words From Email Messages** field to **Off**.
6. Press the **Menu** key.
7. Click **Save**.

Stop displaying contacts in the list that appears when you type

By default, your BlackBerry® device recognizes contacts when you type them.

1. On the Home screen or in a folder, click the **Options** icon.

2. Click **Language**.
3. Click **Input Options**.
4. Clear the **Use Contacts as Data Source** check box.
5. Press the **Menu** key.
6. Click **Save**.

AutoText

About AutoText

AutoText is designed to replace specific text that you type with preloaded AutoText entries. If you type text that can be replaced with an AutoText entry, the text changes after you press the Space key.

Your BlackBerry® device has built-in AutoText entries that correct common mistakes. For example, AutoText changes hte to the. You can create AutoText entries for your common typing mistakes or for abbreviations. For example, you might create an AutoText entry that replaces ttyl with talk to you later.

Create an AutoText entry

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **AutoText**.
3. Press the **Menu** key.
4. Click **New**.
5. In the **Replace** field, type the text to replace.
6. In the **With** field, perform one of the following actions:
   - Type replacement text.
   - To insert a macro (for example, the current date or time), press the **Menu** key. Click **Insert Macro**.
7. Perform one of the following actions:
   - To capitalize the entry exactly as you typed it, set the **Using** field to **Specified Case**.
   - To capitalize the entry according to the context, set the **Using** field to **SmartCase**.
8. Set the language.
9. Press the **Menu** key.
10. Click **Save**.

Turn off AutoText for SMS text messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS**.
3. Set the **Disable AutoText** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Change an AutoText entry

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **AutoText**.
3. Click an AutoText entry.
4. Change the AutoText entry.
5. Press the **Menu** key.
6. Click **Save**.

Delete an AutoText entry

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **AutoText**.
3. Highlight an AutoText entry.
4. Press the **Menu** key.
5. Click **Delete**.

Undo an AutoText change

Press the **Backspace/Delete** key twice.

Typing shortcuts

- To insert a period, press the **Space** key twice. The next letter is capitalized.
- To capitalize a letter, hold the letter key until the capitalized letter appears.
- To type the alternate character on a key, press the **Alt** key and the character key.
- To type an accented or special character, hold the letter key and roll the trackball to the left or right. For example, to type ü, hold **U** and roll the trackball to the left until ü appears. Release the letter key when the accented or special character appears.
- To type a number in a number field, press a number key. You do not need to press the Alt key.
- To type a number in a text field, hold the **Alt** key and press the number key.
- To turn on NUM lock, press the **Alt** key and the **Left Shift** key. To turn off NUM lock, press the **Shift** key.
- To turn on CAP lock, press the **Alt** key and the **Right Shift** key. To turn off CAP lock, press the **Shift** key.

Insert symbols

- To insert an at sign (@) or a period (.) in an email address field, press the **Space** key.
- To type a symbol, press the **Symbol** key. Type the letter that appears below the symbol.

Work with text

- To highlight a line of text, press the **Shift** key and roll the trackball up or down.
- To highlight text character by character, hold the **Shift** key and roll the trackball left or right.
- To cancel a text selection, press the **Escape** key.

- To cut highlighted text when typing, press the **Shift** key and the **Backspace/Delete** key.
- To copy highlighted text when typing, press the **Alt** key and click the trackball.
- To paste highlighted text when typing, press the **Shift** key and click the trackball.

Typing troubleshooting

I cannot check spelling

You can only check spelling in English, French, German, Italian, Spanish, Dutch, and Brazilian Portuguese.

You can only check the spelling of text that you type.

Language

Change the display language

To perform this task, you must have more than one language on your BlackBerry® device. For more information, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Change the **Language** field.
4. Press the **Menu** key.
5. Click **Save**.

Add a display language

You can add a display language using the application loader tool of the BlackBerry® Desktop Manager. For more information about adding applications, including display languages, see the *BlackBerry® Desktop Software Online Help*.

Delete a display language

In the setup wizard, complete the instructions on the Language removal screen.

About typing input languages

You can set a typing input language to use when you type. The typing input language can be different from the display language. When you set a typing input language, AutoText and other typing options change to the selected language. For example, you might use your BlackBerry® device in French, but type messages in English.

Change the typing input language

To perform this task, you must have more than one language on your BlackBerry® device. For more information, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Change the **Input Language** field.

4. Press the **Menu** key.
5. Click **Save**.

Switch typing input methods

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Perform one of the following actions:
   - To use the multi-tap input method, set the **Input Language** field to **<Language> Multitap**.
   - To use the SureType® input method, set the **Input Language** field to **<Language>**.
4. Press the **Menu** key.
5. Click **Save**.

Change the input options for SureType technology

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Click **Input Options**.
4. Change the input options.
5. Press the **Menu** key.
6. Click **Save**.

Change the voice dialing language

To perform this task, you must have more than one language on your BlackBerry® device. For more information, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Change the **Voice Dialing Language** field.
4. Press the **Menu** key.
5. Click **Save**.

Use a shortcut to switch typing input languages while you type

To perform this task, you must have more than one language on your BlackBerry® device. For more information, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. On the Language screen, verify whether the **Input Language Selection Shortcut** field is set to **Alt-Enter** or **Shift-Space**.
3. Perform one of the following actions:
   - If the **Input Language Selection Shortcut** field is set to **Alt-Enter**, while typing hold the **Alt** key and press the **Enter** key. Continue to hold the **Alt** key and click a language.
   - If the **Input Language Selection Shortcut** field is set to **Shift-Space**, while typing hold the **Shift** key and press the **Space** key. Continue to hold the **Shift** key and click a language.

Change the shortcut for switching typing input languages

To perform this task, you must have more than one language on your BlackBerry® device. For more information, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Change the **Input Language Selection Shortcut** field.
4. Change the **Enable Quick Selection** field.
5. Press the **Menu** key.
6. Click **Save**.

Turn off the shortcut for switching typing input languages

To perform this task, you must have more than one language on your BlackBerry® device. For more information, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Change the **Input Language Selection Shortcut** field to **None**.
4. Press the **Menu** key.
5. Click **Save**.

To turn on the shortcut for switching typing input languages, change the **Input Language Selection Shortcut** field to **Alt-Enter** or **Shift-Space**.

Change the display options for contacts

You can change how your contacts appear in all applications, including the phone, message list, contact list, and calendar.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Change the **Name Display** field.

4. Press the **Menu** key.
5. Click **Save**.

Language troubleshooting

Some characters do not appear correctly on my device

The BlackBerry® Enterprise Server or BlackBerry® Internet Service that is associated with your BlackBerry® device might not support the characters. For more information, contact your wireless service provider or administrator.

Display and keyboard

Backlighting

About backlighting

The backlighting for the screen and keyboard is designed to adjust automatically so that you can use your device in various lighting conditions.

Set the brightness of the backlighting

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Backlight Brightness** field.
4. Press the **Menu** key.
5. Click **Save**.

Set how long backlighting remains on

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Backlight Timeout** field.
4. Press the **Menu** key.
5. Click **Save**.

Stop backlighting from dimming automatically

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Change the **Automatically Dim Backlight** field to **Off**.
4. Press the **Menu** key.
5. Click **Save**.

Display options

Use a picture as the Home screen background

1. On the Home screen, click the **Media** icon.

2. Click **Pictures**.
3. Click a category.
4. Highlight a picture.
5. Press the key.
6. Click **Set As Home Screen Image**.

To clear the picture from the Home screen, press the key. Click **Reset Home Screen Image**.

Download a Home screen background

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Media** icon.
2. Click **Pictures**.
3. Click a category.
4. Press the **Menu** key.
5. Click **Download Images**.

Set owner information

Owner information appears on your BlackBerry® device screen when the device is locked.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Owner**.
3. Type your contact information.
4. Press the **Menu** key.
5. Click **Save**.

Change the display font

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Change the font fields.
4. Press the **Menu** key.
5. Click **Save**.

About organizing applications

Depending on your theme, application icons can appear on the Home screen or in an application list. If your theme uses an application list, the first few applications in the application list might also appear on the Home screen.

Add an application folder

1. On the Home screen, press the **Menu** key.
2. Click **Add Folder**.

3. Type a name for the folder.
4. To change the folder icon, in the **Icon** field, click the trackball. Roll the trackball to highlight a folder icon. Click a folder icon.
5. Click **Add**.

Change an application folder

You can only rename application folders that you create.

1. On the Home screen, highlight an application folder.
2. Press the **Menu** key.
3. Click **Edit Folder**.
4. Change the folder information.
5. Click **Save**.

Move an application icon

1. In the Home screen or in an application folder, highlight an application icon.
2. Press the **Menu** key.
3. Perform one of the following actions:
   - To move the application icon to a different location on the Home screen, click **Move**. Roll the trackball to the new location. Click the trackball.
   - To move the application icon into an application folder, click **Move to folder**. Click an application folder.
   - To move the application icon out of an application folder, click **Move to folder**. Click **Home** or an application folder.

Hide an application icon

Depending on your theme, you might not be able to hide some application icons.

1. On the Home screen, highlight an application icon.
2. Press the **Menu** key.
3. Click **Hide**.

To view a hidden application, press the **Menu** key. Click **Show All**.

Delete an application folder

1. On the Home screen, highlight an application folder.
2. Press the **Menu** key.
3. Click **Delete**.

Keyboard options

Turn on key tones

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Key Tone** field to **On**.
4. Press the **Menu** key.
5. Click **Save**.

Turn off trackball sounds

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Audible Roll** field to **Mute**.
4. Press the **Menu** key.
5. Click **Save**.

To turn on trackball sounds again, set the **Audible Roll** field to **Click**.

Set the cursor speed

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Key Rate** field.
4. Press the **Menu** key.
5. Click **Save**.

Assign an application to a Convenience key

Your BlackBerry® device has one or more Convenience key on the side of the device. Depending on your theme, you might not be able to change the application that is assigned to a Convenience key.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Change the **Convenience Key Opens** field.
4. Press the **Menu** key.
5. Click **Save**.

Set the trackball sensitivity

You can set how the trackball responds to your touch. A high sensitivity level requires less pressure than a lower sensitivity level.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Horizontal Sensitivity** and **Vertical Sensitivity** fields.
4. Press the **Menu** key.
5. Click **Save**.

Turn on standby mode

If you are not on a call, you can turn on standby mode to avoid pressing keys accidentally when you are not using your BlackBerry® device.

Press and hold the **Mute** key on the top of your device.

To turn off standby mode, press the **Mute** key again.

Themes

About themes

Depending on your wireless service provider, you might be able to set a theme on your BlackBerry® device that changes how items such as applications, indicators, words, and icons appear. Themes might be preloaded on your device, or you might be able to download themes that are in .cod file format.

Switch themes

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Theme**.
3. Click a theme.

Delete a theme

You can only delete themes that you have downloaded to your BlackBerry® device.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Theme**.
3. Highlight a theme.
4. Press the **Menu** key.
5. Click **Delete**.

Download a theme

Depending on your wireless service provider, this feature might not be supported.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Theme**.
3. Press the **Menu** key.
4. Click **Download Themes**.

Accessibility options

Change the contrast

You can change the color contrast to grayscale or reverse contrast.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Accessibility**.
4. Change the **Color Contrast** field.
5. Press the **Menu** key.
6. Click **Save**.

Display troubleshooting

My device screen turns off

When you do not use your BlackBerry® device for a period of time, the screen turns off to conserve battery power.

To turn on the screen, click the trackball or press a key.

My display changed

Depending on your theme, display options, such as your font and Home screen background, might change when you switch themes.

Related topics

Change the display font, 167
Use a picture as the Home screen background, 93

No application opens when I press a Convenience key

Try performing the following actions:

- Verify that you have not deleted the application that you assigned to the key.

- Assign a different application to the key.

Search

Messages, attachments, and web pages

Search for messages

You can search for messages on your BlackBerry® device. You might also be able to search for messages in the email application on your computer or in another integrated email account if your device is associated with an email account that uses the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Search**.
4. Specify the search criteria.
5. Press the **Menu** key.
6. Perform one of the following actions:
   - To search for messages without saving your search criteria, click **Search**.
   - To save the search criteria, click **Save**. Type a title. Press the **Menu** key. Click **Save**.
   - To search for messages using the criteria from your last search, click **Last**. Press the **Menu** key. Click **Search**.

Note: If you search for messages, your device does not search attachments.

To stop a search, press the **Escape** key.

Search criteria

Search Type:
Change whether you search for messages on your BlackBerry® device or for messages in an email application on your computer or in another integrated email account.

Name:
Specify one or more contacts or email addresses that your device should search for in messages. You can also specify part of a name to widen the search.

In:
Change the type of address field that your device should search in for the name or email address.

Subject:
Specify one or more words that your device should search for in the subject of messages.

Message:
Specify one or more words that your device should search for in the body of messages.

Include Encrypted Messages:
Specify whether your device searches encrypted messages, plain text messages, and digitally signed messages.

Service:
If your device is associated with more than one email address, change the email account that your device should search in for messages.

Folder:
Change the folder that your device should search for messages in.

Show:
Change the status of messages that your device should search for.

Type:
Change the type of messages that your device should search for.

Manage message search results

You can manage results of searches for messages in an email application on your computer or in another integrated email account.

1. In the search results, highlight a message.
2. Press the **Menu** key.
3. Perform one of the following actions:
   - To view more available search results, click **Get More Results**.
   - To add a message to a message list, click **Add**.
   - To add all the messages to a message list, click **Add All**.
   - To delete a message from the search results, click **Delete**.
   - To delete the search results, click **Delete Search**.
   - To start a new search, click **Search**.

CAUTION: If you delete a message from the message search results, the message is also deleted from the email application on your computer or another integrated email account.

Search for messages by contact or subject

You can search for messages on your BlackBerry® device by contact or subject.

1. On the Home screen, click the **Messages** icon.
2. Highlight a message.
3. Press the **Menu** key.
4. Click one of the following menu items:
   - **Search Sender**
   - **Search Recipient**
   - **Search Subject**

Search for text in a message, in an attachment, or on a web page

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in an attachment, or on a web page, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

View a list of saved searches

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Search**.
4. Press the **Menu** key.
5. Click **Recall**.

Change a saved search

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Search**.
4. Press the **Menu** key.
5. Click **Recall**.
6. Highlight a search.
7. Press the **Menu** key.
8. Click **Edit Search**.
9. Edit the search criteria.
10. Press the **Menu** key.
11. Click **Save**.

Delete a saved search

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Recall**.
4. Highlight a search.
5. Press the **Menu** key.
6. Click **Delete Search**.

Organizer data

Search for organizer data

You can search for organizer data on your BlackBerry® device that contains specific information.

1. On the Home screen, click the **Search** icon.
2. Perform any of the following actions:
   - In the **Text** field, type text or a phone number to search for.
   - In the **Name** field, specify a contact name to search for.
3. Select the check box beside one or more applications.
4. Press the **Menu** key.
5. Click **Search**.

Note: If you type more than one word in the Text or Name field, only items that contain all the words appear.

To stop a search, press the **Escape** key.

Search for contacts in your organization's address book

To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. In the contact list, press the **Menu** key.
2. Click **Lookup**.
3. Type part or all of a contact name.
4. Press the **Enter** key.

Manage contact lookup results

1. In the contact lookup results, highlight a contact.
2. Press the **Menu** key.
3. Perform one of the following actions:
   - To add a contact to your contact list, click **Add to Contacts**.
   - To add all the contacts, click **Add All to Contacts**.
   - To view information for a contact, click **View**.
   - To delete a contact from the contact lookup results, click **Delete**.
   - To delete the contact lookup results, click **Delete Lookup**.
   - To start a new contact lookup, click **Lookup**.

Search shortcuts

- To search for a contact in a list of contacts, type the contact name or initials separated by a space.
- To search for text in a message, press **S**.
- To search for text in an attachment or on a web page, press **F**.
- To search for text in a presentation, you must view the presentation in text view or in text and slide view. Press **F**.

Synchronization

About synchronization

The wireless data synchronization feature is designed to synchronize organizer data (contacts, calendar entries, tasks, and memos) between your BlackBerry® device and the email application on your computer over the wireless network.

The wireless email reconciliation feature is designed to reconcile email messages between your device and the email application on your computer over the wireless network. When you file or delete email messages on your device, these email messages should be filed or deleted in your email application. Likewise, any changes that you make to email messages in the email application on your computer should be reflected on your device.

If wireless data synchronization or wireless email reconciliation is not available on your device or you have turned them off, you can use the synchronization tool of the BlackBerry® Desktop Manager to synchronize your organizer data and email messages. For more information, see the *BlackBerry Desktop Software Online Help*.

Reconcile email messages over the wireless network

Set the Wireless Reconcile option for each email address that is associated with your BlackBerry® device.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Reconciliation**.
5. If necessary, change the **Message Services** field.
6. Set the **Wireless Reconcile** field to **On**.
7. Press the **Menu** key.
8. Click **Save**.

To stop reconciling email messages over the wireless network, set the **Wireless Reconcile** field to **Off**.

Delete email messages over the wireless network

Set the Delete On option for each email address that is associated with your BlackBerry® device.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Reconciliation**.
5. If necessary, change the **Message Services** field.
6. Set the **Delete On** field.

7. Press the **Menu** key.
8. Click **Save**.

It takes a short period of time for messages to be deleted over the wireless network.

To delete messages on your device only, set the **Delete On** field to **Handheld**.

Related topics
Delete multiple messages, 37

Prerequisites: Synchronizing organizer data over the wireless network

- Your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.
- You must synchronize your organizer data using the synchronization tool of the BlackBerry® Desktop Manager. For more information, see the *BlackBerry Desktop Software Online Help*.

Synchronize organizer data over the wireless network

1. In the contact list, a calendar, the task list, or the memo list, press the **Menu** key.
2. Click **Options**.
3. To synchronize calendar entries, click a calendar.
4. Change the **Wireless Synchronization** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

To stop synchronizing organizer data over the wireless network, change the **Wireless Synchronization** field to **No**.

About synchronization conflicts

A synchronization conflict occurs when you change the same email message or organizer data item on your BlackBerry® device and in the email application on your computer.

If you reconcile your email messages using wireless email reconciliation, on your device, you can set whether the email messages on your device or the email messages on your computer take precedence when an email reconciliation conflict occurs.

If you synchronize your organizer data using wireless data synchronization, the organizer data on your computer takes precedence over the organizer data on your device when a data synchronization conflict occurs.

Manage email reconciliation conflicts

Set the On Conflicts option for each email address that is associated with your BlackBerry® device.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Reconciliation**.
5. If necessary, change the **Message Services** field.
6. Set the **On Conflicts** field.
7. Press the **Menu** key.
8. Click **Save**.

Manage data synchronization conflicts

You can change how conflicts that occur during organizer data synchronization are resolved by turning off wireless data synchronization, changing conflict resolution options, and synchronizing organizer data using the synchronization tool of the BlackBerry® Desktop Manager. For more information about managing conflicts that occur during organizer data synchronization, see the *BlackBerry Desktop Software Online Help*.

About backing up and restoring device data

If you have installed the BlackBerry® Desktop Software on your computer, you can back up and restore most of your BlackBerry® device data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the backup and restore tool of the BlackBerry® Desktop Manager. For more information, see the *BlackBerry Desktop Software Online Help*.

If your device is associated with an email account that uses a BlackBerry® Enterprise Server, you might be able to restore synchronized organizer data to your device over the wireless network. To restore synchronized organizer data over the wireless network, you must have an activation password. For more information, contact your administrator.

Prerequisites: Restoring data over the wireless network

- Your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.
- Your device must be connected to the wireless network.
- Your administrator must provide you with an enterprise activation password.

Delete all device data

Before you delete your BlackBerry® device data, consider backing up the data so that you have a copy on your computer before you delete it from your device.

CAUTION: If you have turned on content protection, the process for deleting all device data can take up to an hour to complete. You cannot stop the process after you start it. If you reset your device, the process continues after the device restarts.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **General Settings**.
4. Press the **Menu** key.
5. Click **Wipe Handheld**.
6. To delete all third-party applications from your device, select the **Include third-party applications** check box.
7. Click **Continue**.
8. Type **blackberry**.

Empty the deleted items folder on your computer from your device

To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Reconciliation**.
5. If necessary, change the **Message Services** field.
6. Press the **Menu** key.
7. Click **Purge Deleted Items**.

Synchronization troubleshooting

Email messages are not reconciling over the wireless network

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless email reconciliation is turned on.
- Reconcile email messages manually. On the Home screen, click the **Messages** icon. Press the **Menu** key. Click **Reconcile Now**.

Related topics

Reconcile email messages over the wireless network, 178

I am not receiving email messages from personal folders on my computer

If your BlackBerry® device is associated with a Microsoft® Outlook® email account, you must use the synchronization tool of the BlackBerry® Desktop Manager to reconcile email messages in personal folders. For more information, see the *BlackBerry Desktop Software Online Help*.

Email messages are not being deleted over the wireless network

Try performing the following actions:

- If you delete multiple email messages using the Delete Prior menu item, the email messages are not deleted during wireless email reconciliation. To delete multiple email messages on your BlackBerry® device, highlight the email messages and press the **Backspace/ Delete** key.
- In the email reconciliation options, verify that the **Delete On** field is set to **Mailbox & Handheld**.

Related topics

Delete email messages over the wireless network, 178

Organizer data is not synchronizing over the wireless network

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless data synchronization is turned on in the contact list, calendar, task list, and memo list.
- If you use the BlackBerry® Internet Service, you must use the synchronization tool of the BlackBerry® Desktop Manager to synchronize calendar data. For more information, see the *BlackBerry Desktop Software Online Help*.

Related topics

Synchronize organizer data over the wireless network, 179

Custom contact list field data is not appearing on my computer

You can only synchronize the data in a custom contact list field with a text field in the email application on your computer. For example, you cannot add a contact's birthday to a custom contact list field on your BlackBerry® device and synchronize it with the email application on your computer, because the birthday field is a date field in the email application on your computer.

Some characters in calendar entries do not appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry® device that contain special characters or accents, your computer might not support these characters.

On your computer, verify that you are using the correct default code page and that the correct font support is installed on your computer. For more information, see the documentation for the operating system on your computer.

Bluetooth technology

Bluetooth technology basics

About Bluetooth technology

Bluetooth® technology is designed to enable you to establish a wireless connection between your BlackBerry® device and a Bluetooth enabled device, such as a handsfree car kit or wireless stereo headset. After you pair your BlackBerry device with a Bluetooth enabled device, you can connect to that Bluetooth enabled device when the device is within range of your BlackBerry device (a typical range is approximately 10 meters).

When you turn on Bluetooth technology or when you connect your BlackBerry device to another Bluetooth enabled device, Bluetooth icons appear in the device status section of the screen. For more information about Bluetooth icons, see the printed documentation that came with your BlackBerry device.

Turn on Bluetooth technology

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Bluetooth**.
3. Press the key.
4. Click **Enable Bluetooth**.

To turn off Bluetooth® technology, press the key. Click **Disable Bluetooth**.

Pair with a Bluetooth enabled device

Some Bluetooth® enabled devices have a passkey that you must type before you can pair with them.

1. In the Bluetooth setup application, click **Search** or **Listen**.
2. If necessary, click a Bluetooth enabled device.
3. If necessary, type the passkey for the Bluetooth enabled device on your BlackBerry® device.
4. If necessary, type the passkey for the Bluetooth enabled device on the Bluetooth enabled device.

Related topics

Turn on Bluetooth technology, 183

Connect to a paired Bluetooth enabled device

To perform this task, you must turn on Bluetooth® technology.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Bluetooth**.
3. Highlight a Bluetooth enabled device.

4. Press the **Menu** key.
5. Click **Connect**.

To disconnect from a paired Bluetooth enabled device, highlight the device. Press the **Menu** key. Click **Disconnect**.

Related topics
Turn on Bluetooth technology, 183

Switch to a paired Bluetooth enabled device during a call

To perform this task, you must turn on Bluetooth® technology.

1. During a call, press the **Menu** key.
2. Click **Activate <Bluetooth device>**.

Related topics
Turn on Bluetooth technology, 183

Share contacts with a paired Bluetooth enabled car kit

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Bluetooth**.
3. Highlight a Bluetooth® enabled car kit.
4. Press the **Menu** key.
5. Click **Connect**.
6. Press the **Menu** key.
7. Click **Transfer Contacts**.

Receive a media file using Bluetooth technology

To perform this task, Bluetooth® technology must be turned on and your BlackBerry® device must be paired with a Bluetooth enabled device.

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. Press the **Menu** key.
4. Click **Receive Using Bluetooth**.
5. Click **Yes**.
6. Click **Save**.

Send a media file

To perform this task with a paired Bluetooth® enabled device, you must turn on Bluetooth technology.

You can only send media files that you added.

1. On the Home screen, click the **Media** icon.
2. Click a media type.

3. If necessary, click a category.
4. Highlight a media file.
5. Press the **Menu** key.
6. Perform one of the following actions:
   - To send a picture file, click **Send/Share**. Click a message type.
   - To send an audio or video file, click the send option for a message type.

Rename a paired Bluetooth enabled device

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Bluetooth**.
3. Highlight a paired Bluetooth® enabled device.
4. Press the **Menu** key.
5. Click **Device Properties**.
6. In the **Device Name** field, change the name for the Bluetooth enabled device.
7. Press the **Menu** key.
8. Click **Save**.

Delete a paired Bluetooth enabled device

To perform this task, your BlackBerry® device must not be connected to the Bluetooth® device.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Bluetooth**.
3. Highlight a Bluetooth enabled device.
4. Press the **Menu** key.
5. Click **Delete Device**.

Bluetooth technology options

Prevent your device from sharing contacts with Bluetooth enabled devices

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Bluetooth**.
3. Press the **Menu** key.
4. Click **Options**.
5. Change the **Contacts Transfer** field.
6. Press the **Menu** key.
7. Click **Save**.

To share contacts with Bluetooth® enabled devices again, change the **Contacts Transfer** field to **All Entries**.

Restrict outgoing calls

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Bluetooth**.
3. Press the **Menu** key.
4. Click **Options**.
5. Set the **Allow outgoing calls** field to **Never** or **If Unlocked**.
6. Press the **Menu** key.
7. Click **Save**.

Make your BlackBerry device discoverable

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Bluetooth**.
3. Press the **Menu** key.
4. Click **Options**.
5. Set the **Discoverable** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

Change the pairing name for your BlackBerry device

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Bluetooth**.
3. Press the **Menu** key.
4. Click **Options**.
5. In the **Device Name** field, type a name for your BlackBerry® device.
6. Press the **Menu** key.
7. Click **Save**.

Turn off Bluetooth connection notification

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Bluetooth**.
3. Press the **Menu** key.
4. Click **Options**.
5. Change the **LED Connection Indicator** field to **Off**.
6. Press the **Menu** key.
7. Click **Save**.

To turn on Bluetooth® connection notification again, change the **LED Connection Indicator** field to **On**.

Turn off the prompt that appears when connecting or pairing

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Bluetooth**.
3. Highlight a Bluetooth® enabled device.
4. Press the **Menu** key.
5. Click **Device Properties**.
6. Set the **Trusted** field to **Yes**.
7. Press the **Menu** key.
8. Click **Save**.

To turn on the prompt again, set the **Trusted** field to **No**.

Turn off a Bluetooth profile

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Bluetooth**.
3. Press the **Menu** key.
4. Click **Options**.
5. Clear the check box beside one or more Bluetooth® profiles.
6. Press the **Menu** key.
7. Click **Save**.

Related topics

Bluetooth profiles, 187

Bluetooth profiles

Depending on your BlackBerry® device model and wireless network, some profiles might not be supported.

Headset (HSP)

This profile allows you to connect your BlackBerry device to Bluetooth® enabled headsets that support the Headset profile.

Handsfree (HFP)

This profile allows you to connect your BlackBerry device to Bluetooth enabled headsets and car kits that support the Handsfree profile.

Serial Port Profile

This profile allows you to connect your BlackBerry device to Bluetooth enabled devices that support desktop connectivity, wireless bypass, and data transfer.

Desktop Connectivity

This service allows you to connect your BlackBerry device to a Bluetooth enabled computer that is running BlackBerry® Desktop Software so that you can synchronize your organizer data.

Wireless Bypass

This service allows you to connect your BlackBerry device to a Bluetooth enabled computer that is running BlackBerry Desktop Software so that you can send and receive email messages and synchronize your organizer data without using a connection to the wireless network. To use this service, your BlackBerry device must be associated with an email account that uses a BlackBerry® Enterprise Server.

Data Transfer

This service allows you to connect your BlackBerry device to Bluetooth enabled devices that support the transfer of data such as media files.

Audio Source (A2DP)

This profile allows you to output audio from your BlackBerry device to Bluetooth enabled devices that support stereo audio such as stereo headsets, speakers, and car kits.

A/V Remote Control (AVRCP)

This profile allows you to use the buttons on a Bluetooth enabled headset to perform actions such as adjusting the volume or playing the next or previous media file on your BlackBerry device.

SIM Access

This profile allows you to use a Bluetooth enabled car kit to control the SIM card on your BlackBerry device so that you can make and receive calls using the car kit. When you use this feature, data services (email, PIN and MMS messages, and browser service) are not available on your device, and phone services are accessible only through the car kit. Before you can use this feature, you might need to enter a 16-digit alphanumeric code, generated by the car kit, on your BlackBerry device.

Encrypt data that you send or receive using Bluetooth technology

To perform this task, the paired Bluetooth® enabled device must support data encryption.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Bluetooth**.
3. Press the **Menu** key.
4. Click **Options**.
5. Change the **Security Level** field to **High+Encryption**.
6. Press the **Menu** key.
7. Click **Save**.

Turn off automatic reconnection to Bluetooth enabled devices

By default, when you turn on your BlackBerry® device, your device attempts to connect to the last Bluetooth® enabled device you used.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Bluetooth**.
3. Press the **Menu** key.
4. Click **Options**.
5. Change the **Connect on Power Up** field to **No**.
6. Press the **Menu** key.

7. Click **Save**.

Bluetooth technology troubleshooting

I cannot type a passkey on a Bluetooth enabled device

If you cannot type a passkey on a Bluetooth® enabled device, the passkey might already be defined.

On your BlackBerry® device, in the **Enter passkey for <device name>** field, try typing **0000**.

My list of paired Bluetooth enabled devices does not appear

Try performing the following actions:

- Verify that Bluetooth® technology is turned on.
- Verify that you have added Bluetooth enabled devices to the paired Bluetooth enabled devices list.

Related topics

Bluetooth technology basics, 183

I cannot pair with a Bluetooth enabled device

Try performing the following actions:

- Verify that your BlackBerry® device is compatible with the Bluetooth® enabled device. For more information, see the documentation that came with the Bluetooth enabled device.
- Allow the Bluetooth enabled device to discover your BlackBerry device. In the Bluetooth setup application, click **Listen**.
- Turn off encryption for Bluetooth connections between your BlackBerry device and the Bluetooth enabled device. On the Home screen or in a folder, click the **Options** icon.Click **Bluetooth**. Highlight a Bluetooth enabled device. Press the **Menu** key. Click **Device Properties**. Change the **Encryption** field to **Disabled**. Press the **Menu** key. Click **Save**.

I cannot share contacts with a paired Bluetooth enabled device

Try performing the following actions:

- Verify that Bluetooth® technology is turned on.
- Verify that your BlackBerry® device is paired with the Bluetooth enabled device.
- Verify that, in the Bluetooth options, the **Contacts Transfer** field is not set to **Disabled**.
- Verify that your BlackBerry device is connected to a Bluetooth enabled device that supports the Handsfree profile or the Object Push profile. For more information about supported profiles, see the documentation that came with the Bluetooth enabled device.

Related topics

Bluetooth technology basics, 183

GPS technology

Depending on your wireless service provider, this feature might not be supported.

About GPS technology

Depending on your wireless service provider, this feature might not be supported.

You can use GPS technology on your BlackBerry® device to get your GPS location and to use location-based applications and location-based services. Location-based applications can use your GPS location to provide you with information such as driving directions.

If your device does not have an internal GPS receiver or your wireless service provider does not support location-based services and you want to use GPS technology, you can pair your BlackBerry device with a Bluetooth® enabled GPS receiver. For more information, contact your wireless service provider.

If your device is connected to a CDMA network and you make an emergency call or your device is in Emergency Callback Mode, an emergency operator might be able to use GPS technology to estimate your location.
Note: In an emergency, always provide the emergency operator with as much information as possible. Emergency operators might not be able to estimate your location using only GPS technology.

Get your GPS location

Depending on your wireless service provider and wireless network, this feature might not be supported. To perform this task, you must pair your BlackBerry® device with a Bluetooth® enabled GPS receiver if your device does not have an internal GPS receiver.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **GPS**.
4. Press the **Menu** key.
5. Click **Refresh GPS**.

The longitude and latitude coordinates for your current location appear.

Turn off location aiding

Depending on your wireless service provider and wireless network, this feature might not be supported. By default, location aiding is turned on to improve the performance of GPS technology. When location aiding is turned on, your BlackBerry® device connects to a central server periodically, which can increase your data service charges. To avoid these charges, you can turn off location aiding, but it might take longer for your device to get your GPS location. For more information, contact your wireless service provider.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.

3. Click **GPS**.
4. Perform one of the following actions:
   - To turn off location aiding, change the **Location Aiding** field to **Disabled**.
   - To turn off location aiding when roaming, change the **Location Aiding** field to **Disabled While Roaming**.
5. Press the **Menu** key.
6. Click **Save**.

GPS technology troubleshooting

I cannot use GPS technology

Try performing the following actions:

- If you are outdoors, move away from buildings and expose your device to open sky.
- If you are indoors, move close to a window.
- If you have paired your BlackBerry® device with a Bluetooth® enabled GPS receiver, verify that the Bluetooth enabled GPS receiver is turned on.
- If you are using GPS technology for the first time, wait a short period of time for your device to get your GPS location.

Maps

Map basics

Get directions

1. On the Home screen, click the **Maps** icon.
2. On a map, press the **Menu** key.
3. Click **Get Directions**.
4. Perform one of the following actions to specify a starting location:
   - To specify your current location if your device has an internal GPS receiver, or is paired with a Bluetooth® enabled GPS receiver, click **Where I Am**.
   - To specify a new location, click **Enter Address**. To type location information in specific address fields, select the **Advanced** check box.
   - To specify a saved location, click **Favorites**.
   - To specify a location for a contact, click **From Contacts**.
   - To specify a recently viewed location, click the location.
5. Select or clear the check box beside one or more route options.
6. Repeat step 3 to specify an ending location.

To get directions from the ending location to the starting location, press the **Menu** key. Click **Reverse Directions**.

View directions as a route on a map

When viewing text directions, click **View On Map**.

To view text directions again, press the **Menu** key. Click **View Directions**.

Send a route or a map

1. On a map, press the **Menu** key.
2. Click **Send Directions** or **Send Location**.
3. Click a message type.

View a location on a map

1. On the Home screen, click the **Maps** icon.
2. On a map, press the **Menu** key.
3. Click **Find Location**.
4. Perform one of the following actions:

- To specify your current location, click **Where I Am**. Your BlackBerry® device must have a built in GPS receiver or be paired with a Bluetooth® enabled GPS receiver to perform this task.
- To view a new location, click **Enter An Address**. To type location information in specific address fields, select the **Advanced** check box.
- To view a saved location, click **Favorites**.
- To view a location for a contact, click **From Contacts**.
- To view a location that you viewed recently, click the location.

View a list of points of interest near a location

You can search for points of interest such as businesses, airports, schools, parks, or landmarks.

1. On a map, press the **Menu** key.
2. Click **Local Search**.
3. Type the point of interest information.
4. Press the **Enter** key.

View points of interest on a map

1. On the Home screen, click the **Maps** icon.
2. When viewing a list of points of interest, click **View On Map**.

To view a list of points of interest again, press the **Menu** key. Click **View Businesses**.

Track your movement

To perform this task, you must set a GPS receiver to use when you track your movement.

1. On a map, press the **Menu** key.
2. Click **Start GPS Navigation**.

To stop tracking your movement, press the **Menu** key. Click **Stop GPS Navigation**.

Related topics

About GPS technology, 17

Show or hide a layer on a map

You can set your BlackBerry® device to display routes and locations that you have viewed recently on a map, as well as routes and locations that you have bookmarked.

1. On the Home screen or in a folder, click the **Maps** icon.
2. On a map, press the **Menu** key.
3. Click **Layers**.
4. Highlight a layer.
5. Press the **Menu** key.
6. Click **Show** or **Hide**.

Set a home or work address

1. On a map, press the **Menu** key.
2. Click **Layers**.
3. If necessary, expand the **Favorites** folder and the **Locations** folder.
4. Highlight **Home** or **Work**.
5. Press the **Menu** key.
6. Click **Edit**.
7. Edit the address information.
8. Press the **Menu** key.
9. Click **Lookup Address**.

Navigation

Zoom in to a direction on a route

1. On a map, highlight a direction on a route.
2. Press the **Menu** key.
3. Click **Zoom To Point**.

Zoom in to or out from a map

1. On a map, press the **Menu** key.
2. Click **Zoom**.
3. Perform one of the following actions:
   - To zoom in, roll the trackball up.
   - To zoom out, roll the trackball down.
4. Click the trackball.

Pan a map

On a map, roll the trackball.

Maps bookmarks

Add a bookmark for a location or route

1. On the Home screen, click the **Maps** icon.

2. On a map, press the **Menu** key.
3. Click **Add To Favorites**.
4. Perform any of the following actions:
   - To rename the bookmark, in the **Label** field, type a new name.
   - To file the bookmark in a different location, change the **Folder** field.
5. Click **OK**.

Change a bookmark for a location or route

1. On the Home screen, click the **Maps** icon
2. On a map, press the **Menu** key.
3. Click **Find Location**.
4. Click **Favorites**.
5. Highlight a bookmark.
6. Press the **Menu** key.
7. Click **Edit**.
8. Change the bookmark.
9. Press the **Menu** key.
10. Click **Save**.

Delete a bookmark for a location or route

1. On the Home screen, click the **Maps** icon.
2. On a map, press the **Menu** key.
3. Click **Find Location**.
4. Click **Favorites**.
5. Highlight a bookmark.
6. Press the **Menu** key.
7. Click **Delete**.

Add a bookmark folder for locations or routes

1. On the Home screen, click the **Maps** icon.
2. On a map, press the **Menu** key.
3. Click **Find Location**.
4. Click **Favorites**.
5. Press the **Menu** key.
6. Click **Add Subfolder**.

File a bookmark for a location or route

1. On the Home screen, click the **Maps** icon.
2. On a map, press the **Menu** key.

3. Click **Find Location**.
4. Click **Favorites**.
5. Highlight a bookmark.
6. Press the **Menu** key.
7. Click **Move**.
8. Click a new location.

Map options

Set the GPS receiver that you use to track your movement

To perform this task, if you don't have an internal GPS receiver, you must pair your BlackBerry® device with a Bluetooth® enabled GPS receiver.

1. On a map, press the **Menu** key.
2. Click **Options**.
3. Change the **GPS Source** field.
4. Press the **Menu** key.
5. Click **Save**.

Clear the map cache

1. On a map, press the **Menu** key.
2. Click **Options**.
3. Press the **Menu** key.
4. Click **Clear Cache**.
5. Click **Delete**.

View status information at the top of a map

You can view the battery power level, wireless coverage level indicators, the time, and satellite and Bluetooth® connection information at the top of maps.

1. On a map, press the **Menu** key.
2. Click **Options**.
3. Change the **Hide Title Bar** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

To hide the status information again, change the **Hide Title Bar** field to **Yes**.

View north at the top of a map

By default, when you are tracking your movement, the direction that you are moving appears at the top of the map.

1. On a map, press the **Menu** key.
2. Click **North Up**.

To view the direction that you are moving at the top of the map again, press the **Menu** key. Click **Track Up**.

Hide the tracking information at the bottom of a map

1. When tracking your movement on a map, press the **Menu** key.
2. Click **Hide Dashboard**.

To view the tracking information again, press the **Menu** key. Click **Show Dashboard**.

Keep backlighting on when you track your movement

By default, backlighting turns off automatically after a timeout to conserve battery power. You can change map options so that backlighting remains on when you track your movement unless the battery power level drops below a specified percentage.

1. On a map, press the **Menu** key.
2. Click **Options**.
3. Change the **Backlight Timeout When** field.
4. Press the **Menu** key.
5. Click **Save**.

Related topics

Set how long backlighting remains on, 166

View a geotagged picture on a map

When you highlight a geotagged picture that is saved on your BlackBerry® device, a globe indicator appears beside the file name in the lower-left corner of the screen.

1. On the Home screen, click the **Media** icon.
2. Click **Pictures**.
3. Click a category.
4. Highlight a geotagged picture.
5. Press the **Menu** key.
6. Click **View on Map**.

Map shortcuts

- To zoom in to a map, press **I**.

- To zoom out from a map, press **O**.
- To move to the next direction on a route, press **N**.
- To move to the previous direction on a route, press **P**.
- To view status information at the top of a map, press **U**. To hide status information at the top of a map, press **U** again.
- To view tracking information at the bottom of a map while you are tracking your movement, press the **Space** key. To hide tracking information at the bottom of a map, press the **Space** key again.

Maps troubleshooting

Diagonal lines appear on a map

Diagonal lines appear on a map when your BlackBerry® device loads a new map or when your device is not connected to the wireless network.

If diagonal lines appear for a long period of time, verify that your device is connected to the wireless network.

BlackBerry Messenger

Contacts

Add a contact

You must invite contacts to use BlackBerry® Messenger before they are added to your BlackBerry Messenger contact list.

1. In BlackBerry Messenger, on the Contact list screen, press the **Menu** key.
2. Click **Add a Contact**.
3. Type part or all of the contact name.
4. Click the contact.
5. If you have turned on invitation passwords and you want to set a password, type an invitation question and answer. Click **OK**. Otherwise, click **Cancel** to continue.
6. If you want to add a custom message to your invitation, type a message.
7. Click **OK**.

Turn on invitation passwords

If you turn on invitation passwords, a question and password screen appears each time that you invite a contact. Contacts who answer your question with the correct invitation password are added to your contact list.

1. In BlackBerry® Messenger, on the Contact list screen, press the **Menu** key.
2. Click **Options**.
3. Change the **Ask Password Question When Adding Contacts** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

To turn off invitation passwords, change the **Ask Password Question When Adding Contacts** field to **No**.

Respond to an invitation

1. In BlackBerry® Messenger, in the request group, click an invitation.
2. Click one of the following menu items:
   - **Accept**
   - **Decline**
   - **Remove**

Note: If you click Remove, the contact who sent the invitation does not receive confirmation that your email address is a correct email address.

Turn off invitation forwarding options

If you turn off invitation forwarding, contacts that you invite can only accept invitations from the original email address or PIN that you sent the invitation to.

1. In BlackBerry® Messenger, on the Contact list screen, press the **Menu** key.
2. Click **Options**.
3. Change the **Allow Forwarding of Requests** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

View a contact's information

1. In BlackBerry® Messenger, on the Contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Contact Info**.

Rename a contact

When you rename a contact, their custom display name stops appearing on the Contact list screen.

1. In BlackBerry® Messenger, on the Contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Rename Contact**.
4. Type a name.
5. Click **OK**.

To view the contact's custom display name again, click **Set Original Name**.

Delete a contact

1. In BlackBerry® Messenger, on the Contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Delete Contact**.

Groups

Add a group

1. In BlackBerry® Messenger, on the Contact list screen, press the **Menu** key.
2. Click **Add Group**.
3. Type a name for the group.

4. Click **OK**.

Move a contact to a different group

1. In BlackBerry® Messenger, on the Contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Move Contact**.
4. Click a group.

Rename a group

1. In BlackBerry® Messenger, on the Contact list screen, highlight a group.
2. Press the **Menu** key.
3. Click **Edit Group**.
4. Type a name for the group.
5. Click **OK**.

Delete a group

You must move your contacts out of a group before you can delete that group. There must be at least one group in your BlackBerry® Messenger contact list; you cannot delete the last remaining group in your contact list.

1. In BlackBerry Messenger, highlight a group.
2. Press the **Menu** key.
3. Click **Delete Group**.

Conversations

Start a conversation

1. In BlackBerry® Messenger, on the Contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Start Conversation**.
4. Type a message.
5. Press the **Enter** key.

Open a conversation

Conversations appear in the conversation group and in the main message list.

In BlackBerry® Messenger, in the conversation group, click a contact.

Add an emoticon

1. When composing a message, press the **Symbol** key twice.
2. Click an emoticon.

Send a file to a contact

1. During a BlackBerry® Messenger conversation, press the **Menu** key.
2. Click **Send a File**.
3. Navigate to a folder that contains pictures or audio files.
4. Click a file.

Send a voice note to a contact

You can record and send a new voice note to a contact. You cannot save voice notes or send saved voice notes.

1. In BlackBerry® Messenger, during a conversation, press the **Menu** key.
2. Click **Send Voice Note**.
3. Record a voice note.
4. Click **Send**.

Send a vCard contact attachment

You can send vCard® contact attachments of contacts in your BlackBerry® Messenger contact list or contacts in the main contact list on your BlackBerry device.

1. In BlackBerry Messenger, during a conversation, press the **Menu** key.
2. Click **Forward Contact**.
3. Perform one of the following options:
   - If the contact that you want to forward is in your main contact list, click **BlackBerry Contacts**. Click a contact.
   - If the contact that you want to forward is in your BlackBerry Messenger contact list, click **Messenger Contacts**. Select one or more BlackBerry Messenger contacts. Click **OK**.

Ping a contact

When you ping a contact, the contact's BlackBerry® device vibrates.

1. During a BlackBerry® Messenger conversation, press the **Menu** key.
2. Click **Ping Contact**.

Turn off ping vibration

1. In BlackBerry® Messenger, on the Contact list screen, press the **Menu** key.
2. Click **Options**.
3. Change the **Vibrate When Receiving a Ping** field to **No**.
4. Press the **Menu** key.

5. Click **Save**.

To turn on ping vibration again, change the **Vibrate When Receiving a Ping** field to **Yes**.

Prevent conversations from appearing in the main message list

1. In BlackBerry® Messenger, on the Contact list screen, press the **Menu** key.
2. Click **Options**.
3. Change the **Show Conversations in Message List** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

To view conversations in the main message list again, change the **Show Conversations in Message List** field to **Yes**.

Start a conference

1. In BlackBerry® Messenger, during a conversation, press the **Menu** key.
2. Click **Invite to Conference**.
3. Select one or more BlackBerry Messenger contacts.
4. Click **OK**.

View conference participants

1. In BlackBerry® Messenger, during a conference, press the **Menu** key.
2. Click **View Participants**.

Copy a conversation

When you copy a conversation, you can paste it into other BlackBerry® device applications.

1. In BlackBerry® Messenger, during a conversation, press the **Menu** key.
2. Click **Copy History**.

Clear a conversation

1. In BlackBerry® Messenger, during a conversation, press the **Menu** key.
2. Click **Clear History**.

Send a broadcast message

Broadcast messages that you send appear in all your BlackBerry® Messenger conversations. To perform this task, you must have at least two conversations in the conversation group.

1. In BlackBerry Messenger, in the conversation group, highlight a contact.
2. Press the **Menu** key.
3. Click **Broadcast Message**.

4. Type a message.
5. Click **OK**.

Send your GPS location to a contact

To perform this task, you must set a GPS receiver to use.

1. In BlackBerry® Messenger, during a conversation, press the **Menu** key.
2. Click **Send My Location**.

End a conversation

1. In BlackBerry® Messenger, during a conversation, press the **Menu** key.
2. Click **End Conversation**.

Availability

Change your availability status

If you change your availability status to Unavailable, you receive BlackBerry® Messenger messages, but you are not notified.

1. In BlackBerry Messenger, on the Contact list screen, press the **Menu** key.
2. Click **My Status**.
3. Click a status.
4. If necessary, type a message that contacts can see when they view your contact information.
5. Click **OK**.

Change your display name

1. In BlackBerry® Messenger, on the Contact list screen, press the **Menu** key.
2. Click **Edit My Info**.
3. Type a display name.
4. Click **OK**.

Show when you are on the phone

1. In BlackBerry® Messenger, on the Contact list screen, press the **Menu** key.
2. Click **Options**.
3. Change the **Allow On The Phone presence status** field to **Yes**.

To stop showing when you are on the phone, change the **Allow On The Phone presence status** field to **No**.

Show when you are listening to an audio file

1. In BlackBerry® Messenger, on the Contact list screen, press the **Menu** key.
2. Click **Options**.
3. Change the **Allow Now Playing presence status** field to **Yes**.

To stop showing when you are listening to an audio file, change the **Allow Now Playing presence status** field to **No**.

Receive notification when a contact becomes available

1. In BlackBerry® Messenger, on the Contact list screen, highlight an unavailable contact.
2. Press the **Menu** key.
3. Click **Set Alert**.

Applications

Switch applications

1. In any application, press the **Menu** key.
2. Click **Switch Application**.
3. Perform one of the following actions:
   - If the application that you want to switch to appears, highlight an application and press the **Enter** key.
   - If the application that you want to switch to does not appear, highlight **Home Screen** and press the **Enter** key.

Add an application

1. On a web page, highlight a link for an application.
2. Press the **Menu** key.
3. Click **Download**.
4. Click **OK**.

Related topics

Legal notice, 272

View properties for an application

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Applications**.
4. Click an application.

Related topics

Legal notice, 272

Delete a third-party application

If your device is associated with an email account that uses a BlackBerry® Enterprise Server, you might not be able to delete some third-party applications. For more information, contact your administrator.

1. On the Home screen or in a folder, highlight a third-party application.
2. Press the **Menu** key.
3. Click **Delete**.

Receive a device password prompt before you add an application

To perform this task, you must have set a BlackBerry® device password.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Change the **Prompt on application install** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

View the size of an application database

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Status**.
3. Press the **Menu** key.
4. Click **Database Sizes**.

About updating the BlackBerry Device Software

You might want to update your BlackBerry® Device Software for one of the following reasons:

- to access new applications and features
- to resolve a technical issue
- your wireless service provider requires that you update the BlackBerry Device Software.

The duration of the update process can range from 15 minutes to 2 hours, depending on the type of update, the amount of device data, and the number of applications on your BlackBerry device. You cannot use your device or make emergency calls when the update is in progress. During the update, your device might reset or display a white screen momentarily - this is expected. Do not remove the battery while the update is in progress.

You might be able to update your BlackBerry Device Software over the wireless network, from a web site, or using the BlackBerry® Desktop Manager.

You can update your BlackBerry Device Software over the wireless network if a Wireless Update icon appears on the Home screen of your device. You can also check for updates manually through the device options. The available update might be a complete software update, or a partial software update only. If the available update is a complete software update, your device data is backed up on your device and restored during the installation process. Depending on the options set by your wireless service provider or administrator, you might not be able to update the BlackBerry Device Software over the wireless network. Depending on your wireless service provider, extra fees might apply when you download the update to your device.

If your device is associated with the BlackBerry® Internet Service, you can update the BlackBerry Device Software by connecting your device to your computer and visiting www.blackberry.com/update.

If you have installed the BlackBerry® Desktop Software on your computer, you can update the BlackBerry Device Software using the BlackBerry Desktop Manager. For more information about updating the software using the BlackBerry Desktop Manager, see the online help that is available in the BlackBerry Desktop Manager.

Prerequisites: Updating the BlackBerry Device Software over the wireless network

- Your BlackBerry® device must be connected to the wireless network.
- If you have installed the BlackBerry® Desktop Software on your computer, your device must not be connected to your computer.

Update the BlackBerry Device Software

You can use your BlackBerry® device when you download BlackBerry® Device Software but not when you install the software.

If content protection is turned on, you might need to type your password at various times during the installation process.

1. On the Home screen, click the **Wireless Upgrade** icon.
2. Complete the instructions on the screen.

Note: During the installation process, your device might reset multiple times.

Return to the previous version of the BlackBerry Device Software

You can only return to the previous version of the BlackBerry® Device Software within 30 days of updating the software.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Wireless Upgrade**.
4. Click **Previous upgrade succeeded**.
5. Click **Downgrade**.

Delete the previous version of the BlackBerry Device Software

If you update your BlackBerry® Device Software, your BlackBerry device deletes the previous version of the software after 30 days. To increase the amount of application memory on your device, you can remove the previous version manually.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Wireless Upgrade**.

4. Click **Previous upgrade succeeded**.
5. Press the **Menu** key.
6. Click **Delete Downgrade Data**.

Application troubleshooting

I cannot add applications

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your device has enough memory to add the application.

My device does not have enough available memory to update the BlackBerry Device Software

Try performing the following actions:

- Delete media files, display languages, or third-party applications that you do not use.
- Transfer media files that you have stored in the BlackBerry® device memory to a media card.

Wireless network coverage

Find information about wireless coverage indicators

Your BlackBerry® device uses various indicators to indicate the current wireless coverage level. For more information about wireless coverage indicators, see the printed documentation that came with your device.

Turn off a wireless connection

You should turn off wireless connections in certain places, such as on an airplane or in a hospital. For more information, see the safety and product information booklet for your BlackBerry® device.

1. On the Home screen or in the application list, click **Manage Connections**.
2. Perform one of the following actions:
   - To turn off a wireless connection, clear the check box beside the connection type.
   - To turn off all wireless connections, click **Turn All Connections Off**.

To turn on a wireless connection again, select the check box beside the connection type or click **Restore Connections**.

Related topics

I cannot connect to a wireless network, 218

Network connection indicators

Mobile network

Green:
Your BlackBerry® device is connected to the wireless network.

White:
Your connection to the wireless network is turned on, but your device is not connected to the network or you are in a wireless coverage area in which you can only call emergency numbers.

Red:
Your connection to the wireless network is turned off.

Wi-Fi network

Green:
Your device is accessing BlackBerry services (for example, email service) over a Wi-Fi® connection.

White:

Your connection to the Wi-Fi network is turned on, but your device does not have access to BlackBerry services over a Wi-Fi connection.

Red:
Your connection to the Wi-Fi network is turned off.

Bluetooth

Green:
Your device is connected to another Bluetooth® enabled device.

White:
Bluetooth technology is turned on, but your device is not connected to another Bluetooth enabled device.

Red:
Bluetooth technology is turned off.

Turn on LED notification for wireless coverage

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **LED Coverage Indicator** field to **On**.
4. Press the **Menu** key.
5. Click **Save**.

When your BlackBerry® device is connected to the wireless network, the LED light flashes green.

To turn off wireless coverage notification, set the **LED Coverage Indicator** field to **Off**.

Turn off data service

Depending on your wireless service plan, you might be able to turn off data service (email, PIN and MMS messages, and browser service) on your BlackBerry® device so that only phone and SMS text messaging services are available. For more information, contact your wireless service provider.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Mobile Network**.
3. Perform one of the following actions:
   - To turn off data service, change the **Data Services** field to **Off**.
   - To turn off data service when roaming, change the **Data Services** field to **Off When Roaming**.
4. Press the **Menu** key.
5. Click **Save**.

About roaming and international roaming

In most cases, your BlackBerry® device automatically connects to the appropriate wireless network when you travel outside your wireless service provider's coverage area. Sometimes you might have to provide login information before you can access a wireless network. When you roam, a triangular roaming indicator appears at the top of the Home screen.

If your device requires a SIM card, your wireless service provider might need to set up your SIM card with roaming services before you can roam.

If your device normally connects to a CDMA network and your device supports international roaming, you might need to get a SIM card that is set up for international roaming from your wireless service provider. Your phone number stays the same when you travel internationally.

For more information about roaming and roaming fees, contact your wireless service provider.

Verify the status of network connections and services

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Services Status**.

Wi-Fi connection settings

About connecting to a Wi-Fi network

If you are in a Wi-Fi® coverage area and if your wireless service plan supports it, you might be able to access services (for example, email service) over a Wi-Fi network. For more information, contact your wireless service provider.

You can connect to a Wi-Fi network without saving the connection information, or you can save the connection information in a Wi-Fi profile. To view your Wi-Fi profiles, on the Home screen or in a folder, click the **Options** icon. Click **Wi-Fi**.

Connect to a Wi-Fi network

By default, new Wi-Fi® profiles appear at the bottom of your Wi-Fi profile list.

If your device is associated with an email account that uses a BlackBerry® Enterprise Server, your organization might prevent you from connecting to a Wi-Fi network.

1. On the Home screen or in the **Setup** folder, click **Set Up Wi-Fi**.
2. Perform one of the following actions:
   - Click **Scan for Networks**. Click a network.
   - Click **Manually Add Network**. Type the network name. Click **Add**.
   - If you are using a network access point enabled with Wi-Fi Protected Setup™, click **Push Button Setup**.

3. Complete the instructions on the screen.
4. On the Wi-Fi Setup Complete screen, perform any of the following actions:
   - To change the order of Wi-Fi profiles, click **Prioritize Wi-Fi Profiles**. To return to the Wi-Fi Setup Complete screen, press the **Escape** key.
   - To specify registration information, click **Wi-Fi Hotspot Login**. To return to the Wi-Fi Setup Complete screen, press the **Escape** key.
5. Click **Finish**.

About Wi-Fi profiles

A Wi-Fi® profile contains the information that you require to connect to a Wi-Fi network. You can have more than one Wi-Fi profile on your BlackBerry® device. For example, you can have one Wi-Fi profile that you use to connect to a Wi-Fi network at home and another Wi-Fi profile that you use to connect to your organization's Wi-Fi network. You can also have Wi-Fi profiles that you use to connect to Wi-Fi networks in public places such as community centers or libraries.

Your device tries to connect to Wi-Fi networks based on the order in which they appear in your Wi-Fi profile list.

Wi-Fi profile security options

Security Type:
Set the security type that the Wi-Fi® network supports.

Select WEP key:
Set the type of WEP key for the Wi-Fi network.

WEP key:
Type the WEP key for the Wi-Fi network in hexadecimal format.

Pre-Shared Key:
Type the WPA™ Personal pass phrase for the Wi-Fi network.

User name:
If necessary, type the user name that you use to connect to the Wi-Fi network.

User password:
If necessary, type the user password that you use to connect to the Wi-Fi network.

CA certificate:
Set the root certificate that your BlackBerry® device should use to verify that it is connecting to the correct Wi-Fi network.

Client certificate:
Set the authentication certificate that your device should use to connect to the Wi-Fi network.

Inner link security:
If necessary, set the security protocol that the Wi-Fi network supports for its inner authentication method.

Use hard token:
Set whether you use a hardware token to connect to the Wi-Fi network.

Token serial number:
If you use a software token to connect to the Wi-Fi network, set the token serial number.

Server subject for certificate validation:
If necessary, type the server subject name your device should use to verify that it is connecting to the correct Wi-Fi network.

Server SAN for certificate validation:
If necessary, type the server SAN your device should use to verify that it is connecting to the correct Wi-Fi network.

IMSI:
If your SIM card has more than one IMSI, set the IMSI that you use to connect to the Wi-Fi network.

Change the order of Wi-Fi profiles

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Wi-Fi Connections**.
3. Highlight a Wi-Fi® profile.
4. Press the **Menu** key.
5. Click **Move**.
6. Click the new location.

Switch Wi-Fi networks manually

By default, your BlackBerry® device switches to an appropriate Wi-Fi® network automatically when you move between Wi-Fi coverage areas.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Wi-Fi Connections**.
3. Set the **Wi-Fi Selection Mode** field to **Manual**.
4. Click a Wi-Fi profile.
5. Press the **Menu** key.
6. Click **Save**.

To connect to the first available Wi-Fi network in your Wi-Fi profile list automatically, set the **Wi-Fi Selection Mode** field to **Automatic**.

Prevent your device from connecting to a Wi-Fi network

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Wi-Fi Connections**.
3. Highlight a Wi-Fi® profile.
4. Press the **Menu** key.
5. Click **Disable**.

To allow your BlackBerry® device to connect to the Wi-Fi network again, press the **Menu** key. Click **Enable**.

Delete a Wi-Fi profile

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Wi-Fi Connections**.
3. Highlight a Wi-Fi® profile.
4. Press the **Menu** key.
5. Click **Delete**.

Install a root certificate on your computer

Depending on the Wi-Fi® network that you want to connect to, you might need to install the root certificate for the certificate authority server that created the certificate for the authentication server. For more information, contact your administrator.

1. Download the root certificate from the certificate authority server to your computer.
2. On your computer, right-click the root certificate. Click **Install certificate**.
3. Click **Next**.
4. Click **Place all certificates in the following store**.
5. Click **Browse**.
6. Click **Trusted Root Certification Authorities**.
7. Click **OK**.
8. Click **Finish**.
9. In the Security Warning dialog box, click **Yes**.

If the root certificate contains multiple certificates, all the certificates are installed on your computer.

To install the root certificate on your BlackBerry® device, use the certificate synchronization tool of the BlackBerry® Desktop Manager to synchronize the root certificate between your device and your computer.

Advanced Wi-Fi connection settings

Change a Wi-Fi profile

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Wi-Fi Connections**.
3. Highlight a Wi-Fi® profile.
4. Press the **Menu** key.
5. Click **Edit**.
6. Change the Wi-Fi profile options.
7. Press the **Menu** key.
8. Click **Save**.

Wi-Fi profile connection options

Name:
Type a name for the Wi-Fi® profile.

SSID:
Type the Wi-Fi network name.

Band type:
Set the Wi-Fi network type. If you do not know the network type, do not change this field.

Prompt before connection:
Set whether a prompt appears before your BlackBerry® device connects to the Wi-Fi network.

Allow inter-access point handover:
Set whether your device remains connected to the Wi-Fi network when you move between wireless access points.

VPN:
If necessary, set a VPN profile to use with the Wi-Fi profile.

Wi-Fi profile security options

Security Type:
Set the security type that the Wi-Fi® network supports.

Select WEP key:
Set the type of WEP key for the Wi-Fi network.

WEP key:
Type the WEP key for the Wi-Fi network in hexadecimal format.

Pre-Shared Key:
Type the WPA™ Personal pass phrase for the Wi-Fi network.

User name:
If necessary, type the user name that you use to connect to the Wi-Fi network.

User password:
If necessary, type the user password that you use to connect to the Wi-Fi network.

CA certificate:
Set the root certificate that your BlackBerry® device should use to verify that it is connecting to the correct Wi-Fi network.

Client certificate:
Set the authentication certificate that your device should use to connect to the Wi-Fi network.

Inner link security:
If necessary, set the security protocol that the Wi-Fi network supports for its inner authentication method.

Use hard token:
Set whether you use a hardware token to connect to the Wi-Fi network.

Token serial number:
If you use a software token to connect to the Wi-Fi network, set the token serial number.

Server subject for certificate validation:
If necessary, type the server subject name your device should use to verify that it is connecting to the correct Wi-Fi network.

Server SAN for certificate validation:
If necessary, type the server SAN your device should use to verify that it is connecting to the correct Wi-Fi network.

IMSI:
If your SIM card has more than one IMSI, set the IMSI that you use to connect to the Wi-Fi network.

Wi-Fi profile IP and DNS options

Automatically obtain IP address and DNS:
Set whether your BlackBerry® device receives a routable IP address, a subnet mask, DNS settings, and a gateway address from the Wi-Fi® network.

IP Address:
Type the IP address for your device.

Subnet mask:
Type the subnet mask for the wireless access point to which your device should connect.

Primary DNS:
Type the primary DNS to which your device should connect.

Secondary DNS:
Type the secondary DNS to which your device should connect.

Default gateway address:
Type the default gateway IP address to which your device should connect.

Domain suffix:
Type the domain that your device uses to resolve host names into IP addresses.

Wireless network coverage troubleshooting

I cannot connect to a wireless network

Depending on your wireless network, some features might not be supported.

Try performing the following actions:

- Verify that your SIM card is inserted in your BlackBerry® device correctly.
- If you are trying to connect to a GSM network, verify that your BlackBerry® device is in global roaming mode and that your SIM card is inserted in your device correctly.
- Verify that you have turned on the connection to the wireless network.
- Verify that you are connected to your wireless service provider's network. If you switched wireless networks manually, your device remains connected to that wireless network until you select your wireless service provider's network again.
- If you have set a specific speed for wireless network connections, verify that you are in a wireless coverage area that supports the connection speed.
- If your wireless service provider supports UMA, verify that your connection preference is not set to Wi-Fi Only.

Related topics

Turn off a wireless connection, 210

I cannot connect to a Wi-Fi network

Try performing the following actions:

- Verify that you have turned on the connection to the Wi-Fi® network.
- Verify that you are in a Wi-Fi coverage area.
- If the Wi-Fi network does not appear in the Wi-Fi setup application and you know the network name, connect to the Wi-Fi network manually.
- Verify that the connection options in the Wi-Fi setup application are correct. If you have already verified these options, verify that the advanced connection options for the Wi-Fi network are correct.
- If you switched Wi-Fi networks manually, switch to another Wi-Fi network or set your device to scan for available Wi-Fi networks.
- If your device is associated with an email account that uses a BlackBerry® Enterprise Server your organization might prevent the Hotspot Browser from appearing, or might restrict you from using the Hotspot browser to browse web pages.
- If you are using the Push Button Setup method for Wi-Fi, verify that the network access point is enabled with Wi-Fi Protected Setup™, and that it has been set to send its profile. Verify that another device is not also attempting to connect at the same time, and that not more than one network access point within range is in this mode.
- If you use PEAP, EAP-TLS, EAP-FAST, EAP-TTLS, or EAP-SIM to connect to a Wi-Fi network, verify that you have installed the root certificate for the certificate authority server that created the certificate for the authentication server.
- If you use EAP-TLS to connect to a Wi-Fi network, verify that you have added your authentication certificate to your BlackBerry® device.

I cannot synchronize a certificate

Verify that the certificate synchronization tool of the BlackBerry® Desktop Manager is installed on your computer. If the certificate synchronization tool is not installed on your computer, re-install the BlackBerry® Desktop Software. For more information about installing the BlackBerry Desktop Software, see the printed documentation that came with your BlackBerry device.

Power, battery, and memory

Turn off your device

Depending on your theme, the location or name of the Power Off icon might differ from the location or name in this task.

- If you have not set your BlackBerry® device to turn on and turn off automatically at specific times, press and hold the **Power** key or **Power/Lock** key on the top left of your device.
- If you have set your device to turn on and turn off automatically at specific times, on the Home screen or in a folder, click the **Power Off** icon. If you want your device to stay turned off until you turn it on again, click **Full Power Off**. If you want your device to turn on again at the specified time or for alarm or calendar reminders, click **Turn Off**.

Set your device to turn on and turn off automatically

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Auto On/Off**.
3. Set the **Weekday** field to **Enabled**.
4. Specify the times when the BlackBerry® device should turn on and off on weekdays.
5. Set the **Weekend** field to **Enabled**.
6. Specify the times when the device should turn on and off on weekends.
7. Press the **Menu** key.
8. Click **Save**.

Reset the device

Remove and reinsert the battery.

Check the battery power level

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Status**.

Extend battery life

Try performing the following actions:

- Set your BlackBerry® device to turn on and turn off automatically.

- Charge your device regularly.
- Keep your battery connections clean. Every few months, use a cotton swab or dry cloth to clean the metal contacts on the battery and the device.
- Set backlighting to remain on for a shorter period of time and lower its brightness.
- Turn off the connection to a wireless network when you are not in a wireless coverage area.
- Switch your vibrating notifications to sound notifications or LED notifications, lower the volume of your sound notifications, or select a shorter ring tone.
- Delete the original message when you send a reply.
- Send a message to multiple contacts using Add To, Add Cc, or Add Bcc.
- If your device has a camera flash, turn off the flash.
- Close third-party applications from the application menu when you are finished with them.
- Change your browser options for animated graphics so that they repeat less often on web pages.

Related topics

Delete the original text from a reply message, 38
Blind carbon copy a contact, 32
Set the brightness of the backlighting, 166
Turn off a wireless connection, 210

Format a media card

If you format a media card, all the files on the media card are deleted.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.
3. Press the **Menu** key.
4. Click **Format**.

View the amount of available memory

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.

Best practice: Optimizing your device performance

Try to maintain at least 400 KB of application memory on your BlackBerry® device. To increase the amount of application memory, try deleting items that you do not need from your device. Consider the following guidelines:

- Delete old email and MMS messages, especially messages with attachments.
- Delete contacts that are already in your organization's address book.
- Delete media files from the device memory.

- Delete applications and languages that you do not use.
- If you recently updated the BlackBerry® Device Software over the wireless network, delete the previous version of the BlackBerry Device Software.
- Clear the browser cache.

To use less memory, try changing options for email messages, calendar entries, and media files. Consider the following guidelines:

- Reduce the amount of time that your device stores email messages and calendar entries.
- Stop forwarding email messages to your device when your device is connected to your computer.
- Receive only the first section of long email messages.
- Store media files on a media card.
- Reduce the maximum amount of device memory available for all media files.
- Reduce the minimum amount of device memory available for pictures.
- If you changed the picture quality for pictures that you take, change the picture quality setting to Normal.
- Reduce the picture quality in the browser.

Related topics

View the amount of available memory, 97
Set how long your device stores messages, 53
Change how long your device stores calendar entries, 136
Receive only the first section of long email messages, 44

SIM card

About the SIM card phone book

If your wireless service provider has set up your SIM card with a SIM card phone book, you can use the SIM card phone book to access contacts that you have added to your SIM card. The SIM card phone book is different from the contact list on your BlackBerry® device. If you switch SIM cards, the contacts in the SIM card phone book change.

You can add ADN entries to your SIM card phone book. You can also search for ADN entries or SDN entries. ADN entries appear in plain text and SDN entries appear in bold.

Add a contact to your SIM card

1. In the contact list, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Press the **Menu** key.
4. Click **New**.
5. Type the contact information.
6. Press the **Menu** key.
7. Click **Save**.

Copy contacts from your SIM card to your contact list

Depending on your wireless service provider and wireless network, this feature might not be supported.

1. In the contact list, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Press the **Menu** key.
4. Click **Copy All To Contacts**.

Note: If you try to copy a SIM card contact with a phone number that matches the phone number of a contact that already appears in your contact list, your BlackBerry device does not copy the SIM card contact.

Change a SIM card contact

1. In the contact list, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Highlight a contact.

4. Press the **Menu** key.
5. Click **Edit**.
6. Change the contact information.
7. Press the **Menu** key.
8. Click **Save**.

Delete a SIM card contact

1. In the contact list, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Highlight a contact.
4. Press the **Menu** key.
5. Click **Delete**.

Security

Security basics

About the device password

If you type your BlackBerry® device password incorrectly, you might be prompted to type **blackberry** before you can continue. When you try to type your password again, the characters that you type appear on the screen.

If you exceed the number of allowed password attempts, your device deletes all your device data for security reasons.

Set a device password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Set the **Password** field to **Enabled**.
4. Click **Set Password**.
5. Type a password.
6. Press the **Menu** key.
7. Click **Save**.

To turn off the BlackBerry® device password, set the **Password** field to **Disabled**.

Change the device password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Click **Change Password**.

Lock your device

To perform this task, you must have set a password for your BlackBerry® device.

On the Home screen or in the applications list, click the **Lock** icon.

To unlock your device, on the Lock screen, click the trackball. Click **Unlock**. Type your device password. Press the **Enter** key.

Lock the keyboard

If you do not set a BlackBerry® device password, you can lock your keyboard to avoid making calls and pressing keys accidentally.

On the Home screen, click the **Keyboard Lock** icon.

To unlock the keyboard, press the asterisk (*****) key and the **Send** key.

Set a limit for device password attempts

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Set the **Number of Password Attempts** field.
4. Press the **Menu** key.
5. Click **Save**.

Password keeper

About the password keeper

Use the password keeper to store all your passwords in one place. The password keeper is designed to protect your passwords with a password keeper password. When you type this password, the password keeper decrypts your passwords.

You can also use the password keeper to generate random passwords that contain numbers, letters, and symbols.

Add a password to the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **New**.
4. Type the password information.
5. Press the **Menu** key.
6. Click **Save**.

Generate a random password

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **New**.
4. Press the **Menu** key.
5. Click **Random Password**.
6. Type the password information.
7. Press the **Menu** key.
8. Click **Save**.

Set criteria for randomly generated passwords

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the random password fields.
5. Press the **Menu** key.
6. Click **Save**.

View a password in the password keeper

In the password keeper, click a password.

Change a password in the password keeper

1. On the Home screen or in the **Applications** folder, click
2. Highlight a password.
3. Press the **Menu** key.
4. Click **Open**.
5. Change the password information.
6. Press the **Menu** key.
7. Click **Save**.

Hide passwords in the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Show Password** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

To show passwords in the password keeper again, set the **Show Password** field to **Yes**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click an application icon.
2. In an application, press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Confirm Delete** field to **No**.

6. Press the **Menu** key.
7. Click **Save**.

Delete a password from the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Highlight a password.
3. Press the **Menu** key.
4. Click **Delete**.

Change the password keeper password

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **Change Password**.

Copy a password

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Highlight a password.
3. Press the **Menu** key.
4. Click **Copy Username** or **Copy Password**.

To clear the clipboard, press the **Menu** key. Click **Clear Clipboard**.
Note: Passwords are not encrypted when they are on the clipboard.

Prevent password copying

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Allow Clipboard Copy** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Set a limit for password attempts in the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Password Attempts** field.
5. Press the **Menu** key.
6. Click **Save**.

Encryption

About file encryption

File encryption is designed to protect the data that you store on a media card that can be inserted in your BlackBerry® device. You can encrypt the files on your media card using an encryption key that your device generates, a device password, or both.

If you encrypt the files using an encryption key that your device generates, you can only access the files on your media card when the media card is inserted in your device. If you encrypt the files using a device password, you can access the files on your media card in any device that you insert your media card into, as long as you know the password for the device.

Encrypt the files in the device memory and on a media card

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.
3. Perform one of the following actions:
   - To encrypt files using an encryption key that your device generates, change the **Encryption Mode** field to **Device**.
   - To encrypt files using a device password, change the **Encryption Mode** field to **Security Password**.
   - To encrypt files using an encryption key and a device password, change the **Encryption Mode** field to **Security Password & Device**.
4. Change the **Encrypt Media Files** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

To stop encrypting the files in the device memory and on a media card, change the **Encryption Mode** field to **None**.

Related topics

Set a device password, 225

About content protection

Content protection is designed to encrypt your BlackBerry® device data. When content protection is turned on, your device uses a private key to encrypt data as it is stored on the device, including data that your device receives when it is locked. Your device decrypts data as you access it.

You can set content protection to include or exclude your contacts. If you turn on content protection for contacts and you receive a call when the device is locked, the caller name does not appear on the screen.

When you lock your device, an open lock indicator appears in the device status section of the screen to indicate that your device is deleting a copy of the private key from the temporary device memory. A lock indicator appears when the device has deleted the key.

Protect your device data

To perform this task, you must have set a BlackBerry® device password.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **General Settings**.
4. Change the **Content Protection** field to **Enabled**.
5. Press the **Menu** key.
6. Click **Save**.

Set content protection strength

You can set the strength of the encryption that your BlackBerry® device uses to protect data that you receive when your device is locked.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **General Settings**.
4. Set the **Strength** field.
5. Press the **Menu** key.
6. Click **Save**.

About encryption keys

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server or BlackBerry® Desktop Redirector, your device is designed to use an encryption key to protect data as it travels between the BlackBerry Enterprise Server or BlackBerry Desktop Redirector and your device.

You should generate a new encryption key every 2 weeks.

Generate an encryption key

You can perform this task if your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator. If your device is associated with an email account that uses a BlackBerry Enterprise Server that does not support this feature, you can generate an encryption key using the email settings tool of the BlackBerry® Desktop Manager. For more information, see the *BlackBerry Desktop Software Online Help*.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **General Settings**.
4. Click a service.
5. Click **Regenerate Encryption Key**.

About content compression

Content compression is designed to reduce the size of your BlackBerry® device data while maintaining the integrity of that data. When content compression is turned on, your device compresses all device data, including messages, contacts, calendar entries, tasks, and memos. You should keep content compression turned on.

If content compression and content protection are turned on, your device compresses device data before encrypting it.

Memory cleaning

About memory cleaning

Memory cleaning is designed to delete sensitive data from the temporary memory on your BlackBerry® device. Examples of sensitive data include sensitive data in the cache for the key store browser, unencrypted data from email messages, LDAP authentication passwords, and data from certificate and key searches.

When memory cleaning is turned on, the memory cleaning application is designed to delete sensitive data automatically in the following situations:

- when you insert your device in a holster
- when you do not use your device for a specified period of time
- when you synchronize with your computer
- when you change the time or the time zone for your device
- when you lock your device

Turn on memory cleaning

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Memory Cleaning**.
4. Change the **Status** field to **Enabled**.
5. Press the **Menu** key.
6. Click **Save**.

Change when your device deletes sensitive data from the temporary device memory

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Memory Cleaning**.
4. Perform any of the following actions:

- To prevent your BlackBerry® device from deleting sensitive data when you insert your device in a holster, change the **Clean When Holstered** field to **No**.
- To prevent your device from deleting sensitive data when your device remains idle for a specified period of time, change the **Clean When Idle** field to **No**.
- To change how long your device waits after you stop using it before it deletes sensitive data, change the **Idle Timeout** field.

5. Press the **Menu** key.
6. Click **Save**.

Delete sensitive application data from the temporary device memory

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Memory Cleaning**.
4. In the **Registered Cleaners** section, click an application.
5. Perform one of the following actions:
   - To delete sensitive data for the highlighted application, click **Clean <*Application*>**. Click **OK**.
   - To delete sensitive data for all applications, click **Clean Now**.

View the icon for the memory cleaning application on the Home screen

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Memory Cleaning**.
4. Change the **Show Icon on Home Screen** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Certificates

Certificate basics

Download a certificate from an LDAP certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificates**.
4. Press the **Menu** key.
5. Click **Fetch Certificates**.
6. Specify the search criteria.
7. Press the **Menu** key.

8. Click **Search**.
9. Click a certificate.
10. Click **Add Certificate to Key Store**.

View properties for a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificates**.
4. Click a certificate.

Certificate properties

Revocation Status:
This field displays the revocation status of the certificate at a specified date and time.

Trust Status:
This field displays the trust status of the certificate chain. A certificate can be explicitly trusted (the certificate itself is trusted), implicitly trusted (the root certificate in the certificate chain is trusted on your BlackBerry® device), or not trusted (the certificate is not explicitly trusted and the root certificate in the certificate chain is not trusted or does not exist on your device).

Expiration Date:
This field displays the date that the certificate issuer specified as the expiration date of the certificate.

Certificate Type:
This field displays the certificate format. Your device supports X.509 and WTLS certificate formats.

Public Key Type:
This field displays the standard to which the public key complies. Your device supports RSA®, DSA, Diffie-Hellman, and ECC keys.

Subject:
This field displays information about the certificate subject.

Issuer:
This field displays information about the certificate issuer.

Serial Number:
This field displays the certificate serial number in hexadecimal format.

Key Usage:
This field displays approved uses of the public key.

Subject Alt Name:
This field displays an alternate email address for the certificate subject, if an alternate email address is available.

SHA1 Thumbprint:

This field displays the SHA-1 digital thumbprint of the certificate.

MD5 Thumbprint:
This field displays the MD5 digital thumbprint of the certificate.

View one type of certificate in the certificate list

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificates**.
4. Press the **Menu** key.
5. Click one of the following menu items:
   - **Show My Certs**
   - **Show Others Certs**
   - **Show CA Certs**
   - **Show Root Certs**

To view all the certificates on your BlackBerry® device, press the **Menu** key. Click **Show All Certs**.

Send a certificate

When you send a certificate, your BlackBerry® device sends the public key, but does not send the corresponding private key.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificates**.
4. Highlight a certificate.
5. Press the **Menu** key.
6. Click **Send via Email** or **Send via PIN**.

Delete a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificates**.
4. Highlight a certificate.
5. Press the **Menu** key.
6. Click **Delete**.

View the certificate chain for a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificates**.
4. Highlight a certificate.
5. Press the **Menu** key.

6. Click **Show Chain**.

Certificate status

Certificate status indicators

:

The certificate has a corresponding private key that is stored on your BlackBerry® device or a smart card.

:

The certificate chain is trusted and valid, and the revocation status of the certificate chain is good.

:

The revocation status of the certificate chain is unknown, or a public key for a certificate in the certificate chain is weak.

:

The certificate is untrusted or revoked, or a certificate in the certificate chain is untrusted, revoked, expired, not valid, or cannot be verified.

Check the revocation status of a certificate or certificate chain

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificates**.
4. Highlight a certificate.
5. Press the **Menu** key.
6. Click **Fetch Status** or **Fetch Chain Status**.

Change the trust status of a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificates**.
4. Highlight a certificate.
5. Press the **Menu** key.
6. Click **Trust** or **Distrust**.
7. If necessary, perform one of the following actions:
   - To trust the highlighted certificate, click **Selected Certificate**.
   - To trust the highlighted certificate and all the other certificates in the chain, click **Entire Chain**.

Revoke a certificate

If you revoke a certificate, the certificate is revoked only in the key store on your BlackBerry® device. Your device does not update the revocation status on the certificate authority or CRL servers.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificates**.
4. Highlight a certificate.
5. Press the **Menu** key.
6. Click **Revoke**.
7. Click **Yes**.
8. Change the **Reason** field.
9. Click **OK**.

To cancel a certificate hold, highlight the certificate. Press the **Menu** key. Click **Cancel Hold**.

Certificate revocation reasons

Unknown:
The revocation reason does not match any of the predefined reasons.

Key Compromise:
A person who is not the key subject might have discovered the private key value.

CA Compromise:
Someone might have revealed the private key of the certificate issuer.

Change in Affiliation:
The certificate subject no longer works for the organization.

Superseded:
A new certificate is replacing an existing certificate.

Cessation of Operation:
The certificate subject no longer requires the certificate.

Certificate Hold:
You want to revoke the certificate temporarily.

Certificate options

Change the display name for a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificates**.
4. Highlight a certificate.
5. Press the **Menu** key.
6. Click **Change Label**.
7. Type a display name for the certificate.
8. Click **OK**.

Add an email address to a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificates**.
4. Highlight a certificate.
5. Press the **Menu** key.
6. Click **Associate Addresses**.
7. Press the **Menu** key.
8. Click **Add Address**.
9. Perform one of the following actions:
   - Click a contact.
   - Click **Use Once**. Type an email address. Press the **Enter** key.
10. Press the **Menu** key.
11. Click **Save**.

Turn off the display name prompt that appears when you add a certificate to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificates**.
4. Press the **Menu** key.
5. Click **Fetch Certificates**.
6. Press the **Menu** key.
7. Click **Options**.
8. Change the **Prompt for Label** field to **No**.
9. Press the **Menu** key.
10. Click **Save**.

When you add a certificate, your BlackBerry® device uses the certificate subject as the name for the certificate.

Turn off the fetch status prompt that appears when you add a certificate to the key store

1. On the Home screen, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificates**.
4. Press the **Menu** key.
5. Click **Fetch Certificates**.
6. Press the **Menu** key.
7. Click **Options**.
8. Perform one of the following actions:
   - To download the revocation status of a certificate when you add it to the key store, change the **Fetch Status** field to **Yes**.
   - To add a certificate to the key store without downloading the revocation status, change the **Fetch Status** field to **No**.
9. Press the **Menu** key.
10. Click **Save**.

Certificate shortcuts

- To view the certificate issuer, press the **Space** key.
- To view the properties of a certificate, press the **Enter** key.
- To view the security level of a certificate, press the **Alt** key and **L**.
- To view the serial number of a certificate, press the **Alt** key and **S**.
- To view certificates for certificate authorities, press the **Alt** key and **C**.
- To view personal certificates and certificates for other people, press the **Alt** key and **E**.
- To view personal certificates, press the **Alt** key and **P**.
- To view certificates for other people, press the **Alt** key and **O**.
- To view root certificates, press the **Alt** key and **R**.
- To view all certificates, press the **Alt** key and **A**.

PGP keys

PGP key basics

Download a PGP key from an LDAP certificate server

If you use the PGP® Universal Server, you might not be able to download PGP keys from an LDAP certificate server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP keys**.

4. Press the **Menu** key.
5. Click **Fetch PGP Keys**.
6. Specify the search criteria.
7. Press the **Menu** key.
8. Click **Search**.
9. Click a PGP key.
10. Click **Add PGP Key to Key Store**.

Download a personal PGP key from the PGP Universal Server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Press the **Menu** key.
5. Click **Download Keys**.

Download an updated PGP key from an LDAP certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP keys**.
4. Highlight a PGP® key.
5. Press the **Menu** key.
6. Click **Fetch Updated PGP Key**.

View properties for a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP keys**.
4. Click a PGP® key.
5. Click **View Subkey**.

PGP key properties

Revocation Status:
This field displays the revocation status of the PGP® key at a specified date and time.

Trust Status:
This field displays the trust status of the PGP key. A PGP key can be explicitly trusted (the PGP key itself is trusted), implicitly trusted (the PGP key is associated with a private key on your BlackBerry® device), or not trusted (the PGP key is not explicitly trusted and is not associated with a trusted PGP key on your device, and a chain of digital signatures to a trusted key does not exist).

Creation Date:
This field displays the date that the PGP® Universal Server generated the PGP key.

Expiration Date:
This field displays the date that the PGP Universal Server specified as the expiration date of the PGP key.

Email Address:
This field displays the email address that is associated with the PGP key. Multiple Email Address fields might appear.

Public Key Type:
This field displays the standard to which the public key complies. Your device supports RSA®, DSA, and Diffie-Hellman keys.

Key Usage:
This field displays approved uses of the PGP key.

Fingerprint:
This field displays the PGP key fingerprint in hexadecimal format.

Send a PGP key

When you send a PGP® key, your BlackBerry® device sends the public key, but does not send the corresponding private key.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP Keys**.
4. Highlight a PGP key.
5. Press the **Menu** key.
6. Click **Send via Email** or **Send via PIN**.

Delete a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP Keys**.
4. Highlight a PGP® key.
5. Press the **Menu** key.
6. Click **Delete**.

Clear the PGP data cache

The PGP® data cache contains cached PGP public keys and the PGP® Universal Server policy that your BlackBerry® device downloads from the PGP Universal Server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.

3. Click **PGP**.
4. Press the **Menu** key.
5. Click **Clear Universal Cache**.

The next time that you send a PGP protected message, your device downloads an updated PGP Universal Server policy and updated PGP public keys from the PGP Universal Server.

PGP key status

PGP key status indicators

:

The PGP® key has a corresponding private key that is stored on your BlackBerry® device.

:

The PGP key is trusted and valid, and the revocation status of the PGP key is good.

:

The revocation status of the PGP key is unknown or the key is weak.

:

The PGP key is untrusted, revoked, expired, not valid, or cannot be verified.

Check the revocation status of a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP Keys**.
4. Highlight a PGP® key.
5. Press the **Menu** key.
6. Click **Fetch Status**.

Change the trust status of a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP Keys**.
4. Highlight a PGP® key.
5. Press the **Menu** key.
6. Click **Trust** or **Distrust**.

Revoke a PGP key

If you revoke a PGP® key, the PGP key is revoked only in the key store on your BlackBerry® device. Your device does not update the revocation status on the PGP® Universal Server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP Keys**.
4. Highlight a PGP® key.
5. Press the **Menu** key.
6. Click **Revoke**.
7. Click **Yes**.
8. Change the **Reason** field.
9. Click **OK**.

PGP key revocation reasons

Unknown:
The revocation reason does not match any of the predefined reasons.

Superseded:
A new PGP® key is replacing an existing PGP key.

Key Compromise:
A person who is not the key subject might have discovered the private key value.

Key Retired:
The PGP key is no longer used.

User ID Invalid:
The user information for the PGP key is not valid.

PGP key options

Change the display name for a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP keys**.
4. Highlight a PGP® key.
5. Press the **Menu** key.
6. Click **Change Label**.

7. Type a display name for the PGP key.
8. Click **OK**.

Turn off the display name prompt that appears when you add a PGP key to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP keys**.
4. Press the **Menu** key.
5. Click **Fetch PGP Keys**.
6. Press the **Menu** key.
7. Click **Options**.
8. Change the **Prompt for Label** field to **No**.
9. Press the **Menu** key.
10. Click **Save**.

When you add a PGP® key, your BlackBerry® device uses the name that the PGP® Universal Server set for the key when it generated the key.

Turn off the fetch status prompt that appears when you add a PGP key to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP Keys**.
4. Press the **Menu** key.
5. Click **Fetch PGP Keys**.
6. Press the **Menu** key.
7. Click **Options**.
8. Perform one of the following actions:
   - To download the revocation status of a PGP® key when you add it to the key store, change the **Fetch Status** field to **Yes**.
   - To add a PGP key to the key store without downloading the revocation status, change the **Fetch Status** field to **No**.
9. Press the **Menu** key.
10. Click **Save**.

PGP key shortcuts

- To view the display name of a PGP® key, press the **Space** key.
- To view the properties of a PGP key, press the **Enter** key.
- To view the security level of a PGP private key, press the **Alt** key and **L**.
- To view the serial number of a PGP key, press the **Alt** key and **S**.

PGP key troubleshooting

I cannot download a PGP key from an LDAP certificate server

Try performing the following actions:

- Verify that your organization permits you to download PGP® keys from an LDAP certificate server. For more information, contact your administrator.
- If you changed the connection type that your BlackBerry® device uses to connect to an LDAP certificate server, try using the default connection type.

Certificate servers

Add a certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificate Servers**.
4. Press the **Menu** key.
5. Click **New Server**.
6. Specify information for the certificate server.
7. Press the **Menu** key.
8. Click **Save**.

Change connection information for a certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificate Servers**.
4. Highlight a certificate server.
5. Press the **Menu** key.
6. Click **Edit**.
7. Change connection information for the certificate server.
8. Press the **Menu** key.
9. Click **Save**.

Connection options for LDAP certificate servers

Friendly Name:
Type a display name for the certificate server.

Server Name:
Type the network address of the certificate server.

Base Query:
Type the base query information for the certificate server using X.509 certificate syntax (for example, o=test.rim.net).

Port:
Type the port number for your organization's network. The default port number is 389.

Authentication Type:
Specify whether you must log in to the certificate server.

Connection Type:
Specify whether your BlackBerry® device uses an SSL connection or a TLS connection to connect to the certificate server.

Connection options for OCSP and CRL servers

Friendly Name:
Type a display name for the certificate server.

Server URL:
Type the web address of the certificate server.

Send connection information for a certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificate Servers**.
4. Highlight a certificate server.
5. Press the **Menu** key.
6. Click **Email Server** or **PIN Server**.

Delete a certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificate Servers**.
4. Highlight a certificate server.
5. Press the **Menu** key.
6. Click **Delete**.

Key stores

About the key store

The key store on your BlackBerry® device might store the following items. To access these items in the key store, you must type a key store password.

- personal certificates (certificate and private key pairs)
- certificates that you download using the certificate synchronization tool of the BlackBerry® Desktop Manager
- certificates that you download from an LDAP certificate server
- certificates that you add from a message
- personal PGP® keys (public and private key pairs)
- PGP public keys that you download from an LDAP certificate server
- PGP public keys that you add from a message
- root certificates that are included in the BlackBerry® Desktop Software

Change the key store password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Key Stores**.
4. Press the **Menu** key.
5. Click **Change Password**.

Synchronize the key store password with the device password

If you synchronize the key store password with the device password, when you change the device password, the key store password changes to match it automatically.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Key Stores**.
4. Change the **Synchronize Key Store Password to Device Password** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Change when your device deletes the key store password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Key Stores**.

4. Change the **Private Key Password Timeout** field.
5. Press the **Menu** key.
6. Click **Save**.

To access private keys after your BlackBerry® device deletes the key store password, you must type your key store password.

Add contacts to your contact list automatically when you add items to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Key Stores**.
4. Change the **Key Store Address Injector** field to **Enabled**.
5. Press the **Menu** key.
6. Click **Save**.

Change the service that your device uses to download certificates

Depending on your organization, you might not be able to change the service that you use to download certificates. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Key Stores**.
4. Change the **Certificate Service** field.
5. Press the **Menu** key.
6. Click **Save**.

Turn off automatic backup of key store data

By default, items in the key store on your BlackBerry® device are backed up or restored when you back up or restore your device data. If you do not want to back up your private key to or restore your private key from your computer for security reasons, you can turn off automatic backup and restore of key store data.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Key Stores**.
4. Change the **Allow Key Store Backup/Restore** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on automatic backup of key store data, change the **Allow Key Store Backup/Restore** field to **Yes**.

Change the refresh rate for certificate revocation lists

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.

3. Click **Key Stores**.
4. Change the **Certificate Status Expires After** field.
5. Press the **Menu** key.
6. Click **Save**.

Your BlackBerry® device downloads a new revocation status automatically when your device uses a key store item with a status that is older than the time limit that you set.

Reject certificate revocation lists from unverified CRL servers

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Key Stores**.
4. Change the **Accept Unverified CRLs** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Your BlackBerry® device rejects certificate revocation lists from CRL servers that the BlackBerry® MDS Connection Service cannot verify.

Smart cards

About using a smart card with your device

Smart cards store certificates and private keys. You can use a smart card reader to import certificates from a smart card to the key store on your BlackBerry® device, but you cannot import private keys. As a result, private key operations such as signing and decryption use the smart card, and public key operations such as verification and encryption use the public certificates on your device.

If you use a smart card certificate to authenticate to your device, after you connect your smart card reader to your device, your device requests authentication from the smart card each time that you unlock your device.

If the S/MIME Support Package for BlackBerry® devices is installed on your device, you can use smart card certificates to send S/MIME-protected messages.

About two-factor authentication

Two-factor authentication, which requires an item that you have (for example, a smart card) and an item that you know (for example, a pass phrase), is designed to provide additional security for your BlackBerry® device. You can use a smart card for two-factor authentication when you log in to your device, or you can use a software token for two-factor authentication when you log in to a VPN, connect to a Wi-Fi® network, or use your device with RSA® software as a hardware token.

If you use two-factor authentication, you must type your pass phrase when you

- unlock your device

- change a general security option on your device
- change a smart card option
- use your device with RSA software
- log in to a VPN
- connect to a Wi-Fi network

Turn on two-factor authentication

You must have set a BlackBerry® device password and have the smart card password that you received with your smart card.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Change the **User Authenticator** field to **Smart Card**.
4. Press the **Menu** key.
5. Click **Save**.
6. Complete the instructions on the screen.

Import a certificate from a smart card

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Certificates**.
4. Press the **Menu** key.
5. Click **Import Smart Card Certs**.
6. Type your smart card password.
7. Select the check box beside a certificate.
8. Click **OK**.
9. Type your key store password.
10. Click **OK**.

Lock your device when you remove your smart card from your smart card reader

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Smart Card**.
4. Change the **Lock On Card Removal** field to **Enabled**.
5. Press the **Menu** key.
6. Click **Save**.

About smart password entry

If you use two-factor authentication and your BlackBerry® device password or smart card password is numeric, you might be able to use smart password entry in some password fields. When smart password entry is turned on, your device is designed to remember the format of a password that you type in a password field. When you type the password again, your device applies a smart password filter to the password field. If the password is numeric, a 123 indicator appears beside the password field and you do not have to press the Alt key to type numbers. If the password is alphanumeric, an ABC indicator appears beside the password field.

To use smart password entry, two-factor authentication must be turned on and the correct smart card driver and smart card reader must be installed on your device.

Turn off smart password entry

You can turn off smart password entry to reduce the chance that someone might guess your BlackBerry® device password or smart card password based on the smart password filter that your device applies to password fields.

1. On the Home screen, click the **Options** icon.
2. Click **Security Options**.
3. Click **General Settings**.
4. Set the **Smart Password Entry** field to **Disabled**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on smart password entry again, set the **Smart Password Entry** field to **Enabled**.

Switch smart password filters

In a blank password field, press the **Enter** key.

The indicator for the new smart password filter appears beside the password field.

Prerequisites: Using authentication certificates

- Your BlackBerry® device must have the correct smart card driver and smart card reader driver installed.
- You must have imported a certificate from your smart card that you can use for signing and verification.
- You must turn on two-factor authentication.
- You must have set a device password.
- You must have the smart card password that you received with your smart card.

Use a certificate to authenticate your smart card

If you use a certificate to authenticate your smart card, the certificate authenticates your smart card whenever you use your smart card to unlock your BlackBerry® device.

1. On the Home screen, click the **Options** icon.
2. Click **Security Options**.
3. Click **General Settings**.
4. Set the **Authentication Certificate** field.
5. Press the **Menu** key.
6. Click **Save**.

To stop using a certificate to authenticate your smart card, set the **Authentication Certificate** field to **None**.

Check the status of your authentication certificate automatically

1. On the Home screen, click the **Options** icon.
2. Click **Security Options**.
3. Click **General Settings**.
4. Change the **Certificate Status Check** field.
5. Press the **Menu** key.
6. Click **Save**.

If your BlackBerry® device checks the status of your authentication certificate and finds that it is revoked or expired, your device locks.

Store the pass phrase for your smart card in the application memory

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Smart Card**.
4. Change the **PIN Caching** field to **Enabled**.
5. Press the **Menu** key.
6. Click **Save**.

Your BlackBerry® device stores the pass phrase for the same length of time as it stores your key store password.

Turn off notification for smart card connections

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Smart Card**.
4. Change the **LED Session Indicator** field to **Disabled**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on notification for smart card connections, change the **LED Session Indicator** field to **Enabled**.

Software tokens

About software tokens

You might need a software token to log in to a VPN. You might also need a software token to connect to your organization's network using a Wi-Fi® network. A software token includes a token code that your BlackBerry® device regenerates periodically and a PIN. For more information about software tokens, contact your administrator.

Change the PIN for a software token on your device

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Software Tokens**.
4. Click a software token.
5. Click **Specify PIN**.

VPN settings

Depending on the options that your administrator has set for you, this feature might not be supported.

About VPN profiles

A VPN profile contains the information that you require to log in to a VPN. If your organization uses a VPN to control access to its network, you might be able to log in to the VPN and access your organization's network using a Wi-Fi® network. Depending on your organization, you might have more than one VPN profile on your BlackBerry® device. For more information about VPN profiles, contact your administrator.

Prerequisites: Logging in to a VPN

- Your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.
- The Wi-Fi® network that your device is connected to must support connections to a VPN. For more information, contact your administrator.
- If you use a software token to log in to a VPN, the software token must be on your device and the software token information that appears in the VPN profile must be correct.

Log in to a VPN

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **VPN**.
4. Select the **Enable VPN** check box.
5. Click **Log in**.

Change the user name and password for a VPN profile

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **VPN**.
4. Highlight a VPN profile.
5. Press the **Menu** key.
6. Click **Edit**.
7. In the **User name** field, change the user name.
8. In the **User password** field, change the user password.
9. Press the **Menu** key.
10. Click **Save**.

Change the software token for a VPN profile

To perform this task, the software token that you want to use must be installed on your BlackBerry® device. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **VPN**.
4. Highlight a VPN profile.
5. Press the **Menu** key.
6. Click **Edit**.
7. Set the **Token serial number** field.
8. Press the **Menu** key.
9. Click **Save**.

About security self-tests

Security self-tests are designed to verify that security software is implemented correctly on your BlackBerry® device. The tests should run automatically when your device restarts.

Verify security software

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **General Settings**.
4. Press the **Menu** key.
5. Click **Verify Security Software**.

Third-party application control

About permissions for third-party applications

You can set permissions that control how third-party applications on your BlackBerry® device interact with the other applications on your device. For example, you can control whether third-party applications can access data or the Internet, make calls, or use Bluetooth® connections.

If you have added third-party applications to your device, the device firewall is designed to prevent these applications from sending or receiving data without your knowledge. Before a third-party application sends or receives data, a dialog box prompts you to accept or deny the connection request. If you turn off the prompt, you can reset the firewall options to receive the connection prompt again.

Reset connection permissions for third-party applications

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Firewall**.
4. Press the **Menu** key.
5. Click **Reset Settings**.

About direct Internet connections for third-party applications

Some third-party applications that you add to your BlackBerry® device might require a direct TCP or HTTP connection to the Internet. For example, a stock price application might need to connect to the Internet to retrieve the latest stock prices. You might have to set the APN that the third-party application uses for this connection.

Set up a direct Internet connection for a third-party application

To obtain the user name and password for the APN, contact your wireless service provider.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **TCP**.

4. Type the APN information.
5. Press the **Menu** key.
6. Click **Save**.

Turn on safe mode

When you start your BlackBerry® device, you can turn on safe mode to prevent third-party applications from running automatically. This safe mode enables you to troubleshoot or remove any unwanted applications.

1. Remove and reinsert the battery.
2. When the red LED light goes out, press and hold the **Escape** key as the device is loading.
3. When the dialog appears, click **OK**.

When safe mode is on, a safe mode indicator appears in the device status section of the Home screen.

To turn off safe mode, repeat step 1.

Set permissions for a third-party application

Note: Changing permissions for third-party applications can significantly affect the operation of applications on your BlackBerry® device. For more information about how changing these permissions might affect the operation of the applications on your device, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Applications**.
4. Highlight a third-party application.
5. Press the **Menu** key.
6. Perform one of the following actions:
   - To set permissions for the highlighted third-party application, click **Edit Permissions**.
   - To set permissions for all third-party applications, click **Edit Default Permissions**.
7. Expand **Connections**, **Interactions**, or **User Data**.
8. Change the permission fields.
9. Press the **Menu** key.
10. Click **Save**.

Connection permissions for third-party applications

USB:
Set whether third-party applications can use physical connections, such as a USB cable or RS-232 cable, that you have set up for your BlackBerry® device.

Bluetooth:
Set whether third-party applications can use Bluetooth® connections.

Phone:
Set whether third-party applications can make calls or access call logs.

Location Data:
Set whether third-party applications can use your GPS location information.

Server Network:
Set whether third-party applications can access the Internet or your organization's intranet using your organization's network.

Internet:
Set whether third-party applications can access the Internet through your wireless service provider (for example, using a direct Internet connection or a WAP gateway).

Wi-Fi:
Set whether third-party applications can use Wi-Fi® connections.

Interaction permissions for third-party applications

Cross Application Communication:
Specify whether third-party applications can communicate and share data with other applications on your BlackBerry® device.

Device Settings:
Specify whether third-party applications can turn on or turn off your device or change device options, such as display options.

Media:
Specify whether third-party applications can access media files on your device.

Application Management:
Specify whether third-party applications can add or delete application modules or access module information such as an application name or version.

Themes:
Specify whether your device can use third-party applications as a source for customized themes.

Input Simulation:
Specify whether third-party applications can simulate actions, such as pressing a key on your device.

Browser Filtering:
Specify whether third-party applications can register browser filters with the browser on your device to add, change, or delete web site content before it appears in your browser.

Screen Capturing:
Specify whether third-party applications can take screen shots of the device screen.

Security Timer Reset:

Specify whether third-party applications can reset the duration that your device remains unlocked after you stop using it.

Data permissions for third-party applications

Email:
Set whether third-party applications can access email messages, SMS text messages, MMS messages, or PIN messages on your BlackBerry® device.

Organizer Data:
Set whether third-party applications can access organizer data such as contacts, calendar entries, tasks, or memos.

Files:
Set whether third-party applications can access files that you store on your device. For example, you can set whether third-party applications can access files that you transfer to your device using the media manager tool of the BlackBerry® Desktop Manager or Bluetooth® technology.

Security Data:
Set whether third-party applications can access certificates or keys in the key store on your device.

Security troubleshooting

I cannot download a certificate

If you changed the connection type that your BlackBerry® device uses to connect to the LDAP certificate server, try switching to the default connection type.

I cannot unlock my device using my smart card

Try performing the following actions:

- Verify that the correct smart card is inserted in the smart card reader.
- Verify that the smart card is inserted in the smart card reader correctly.
- Verify that you typed the smart card password correctly. You should have received this password when you received your smart card.
- If you use a certificate to authenticate your smart card, verify that the certificate is not revoked or expired.

I cannot connect to a Wi-Fi network or log in to a VPN using a software token

Depending on your BlackBerry® device model, this feature might not be supported.

Verify that the time on your BlackBerry device is synchronized with the network time.

Related topics

Get the date and time from the wireless network automatically, 118

My device prompts me to make an emergency call when I type a password

If your BlackBerry® device password contains a combination of letters that corresponds to an emergency access number, your device might prompt you to make an emergency call when you type your device password.

To continue typing your device password, press the **Escape** key.

Service books and diagnostic reports

Service books

About service books

Service books determine which services are available on your BlackBerry® device.

Your wireless service provider or administrator can send service books to your device over the wireless network. If your device is associated with an email account that uses a BlackBerry® Enterprise Server, you can also receive service books on your device by connecting your device to the BlackBerry® Desktop Manager.

Accept a service book

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Service Book**.
4. Highlight the new service book.
5. Press the **Menu** key.
6. Click **Accept**.

Delete a service book

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Service Book**.
4. Highlight a service book.
5. Press the **Menu** key.
6. Click **Delete**.

To restore a service book, press the **Menu** key. Click **Undelete**.

Diagnostic reports

About diagnostic reports

Diagnostic reports provide wireless configuration and connection information for your BlackBerry® device. If you cannot connect to the wireless network or access services such as email messaging, your wireless service provider or administrator might ask you to run and submit a diagnostic report. Your wireless service provider or administrator can use the report to help you troubleshoot the problem.

Run a diagnostic report

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Mobile Network**.
3. Press the **Menu** key.
4. Click **Diagnostics Test**.
5. Press the **Menu** key.
6. Click **Run**.

View a diagnostic report

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Mobile Network**.
3. Press the **Menu** key.
4. Click **Diagnostics Test**.
5. Highlight a report.
6. Press the **Menu** key.
7. Click **View Report**.

Submit a diagnostic report

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Mobile Network**.
3. Press the **Menu** key.
4. Click **Diagnostics Test**.
5. Highlight a report.
6. Press the **Menu** key.
7. Click **Email Report** or **PIN Report**.

Delete a diagnostic report

1. On the Home screen or in a folder, click the **Options** icon.

2. Click **Mobile Network**.
3. Press the **Menu** key.
4. Click **Diagnostics Test**.
5. Highlight a report.
6. Press the **Menu** key.
7. Click **Delete** or **Delete All**.

Set a default recipient for diagnostic reports

If you set the default recipient, each time that you submit a diagnostic report, your BlackBerry® device sends the report to that recipient. If you want to specify a recipient each time that you submit a report, do not set the default recipient.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Mobile Network**.
3. Press the **Menu** key.
4. Click **Diagnostics Test**.
5. Press the **Menu** key.
6. Click **Options**.
7. Type the contact information.
8. Press the **Menu** key.
9. Click **Save**.

I cannot run or submit a diagnostic report

Try performing the following actions:

- Try running the diagnostic report again. In the diagnostic report, press the **Menu** key. Click **Repeat All Steps**.
- Verify that your BlackBerry® device is connected to the wireless network.
- If you cannot submit a diagnostic report to an email address, try submitting the report to a PIN. Likewise, if you cannot submit a diagnostic report to a PIN, try submitting the report to an email address.

View the version number of the BlackBerry Device Software on your device

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **About**.

To return to the Options screen, press the **Escape** key three times.

Wi-Fi diagnostic reports

Depending on your BlackBerry® device model, this feature might not be supported.

About Wi-Fi diagnostic reports

Wi-Fi® diagnostic reports provide Wi-Fi configuration and connection information for your BlackBerry® device. If you cannot connect to a Wi-Fi network or access services such as email messaging, your wireless service provider or administrator might ask you to submit a Wi-Fi diagnostic report. Your wireless service provider or administrator can use the report to help you troubleshoot the problem.

Submit a Wi-Fi diagnostic report

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Wi-Fi Connections**.
3. Press the **Menu** key.
4. Click **Wi-Fi Tools**.
5. Click **Wi-Fi Diagnostics**.
6. Press the **Menu** key.
7. Click **Email Report** or **PIN Report**.

Include advanced data in Wi-Fi diagnostic reports

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Wi-Fi Connections**.
3. Press the **Menu** key.
4. Click **Wi-Fi Tools**.
5. Click **Wi-Fi Diagnostics**.
6. Press the **Menu** key.
7. Click **Options**.
8. Change the **Display Mode** field to **Advanced**.
9. Press the **Menu** key.
10. Click **Save**.

Set a default recipient for Wi-Fi diagnostic reports

If you set a default recipient, each time that you submit a Wi-Fi® diagnostic report, your BlackBerry® device sends the report to that recipient. If you want to specify a recipient each time that you submit a report, do not set a default recipient.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Wi-Fi Connections**.
3. Press the **Menu** key.
4. Click **Wi-Fi Tools**.
5. Click **Wi-Fi Diagnostics**.
6. Press the **Menu** key.
7. Click **Options**.
8. Type the contact information.
9. Press the **Menu** key.

10. Click **Save**.

BrickBreaker

About BrickBreaker

The object of BrickBreaker is to destroy bricks using a paddle and a ball. During the game, capsules fall from the bricks that you destroy. The capsules provide you with different mechanisms for destroying bricks or controlling the ball or paddle.

If the ball hits the paddle, a brick, or the top of the game board 50 times on any level, the bricks descend one space each time that you hit the ball with the paddle.

BrickBreaker capsules

Long:
This capsule makes the paddle longer.

Slow:
This capsule slows down the ball.

Gun:
This capsule enables you to shoot three bullets at the bricks; a bullet can destroy unbreakable bricks.

Laser:
This capsule enables you to shoot unlimited laser beams at the bricks.

Multi:
This capsule puts four balls in play.

Catch:
This capsule enables you to catch and hold the ball.

Flip:
This capsule changes the direction of the paddle.

Wrap:
This capsule enables you to move the paddle beyond the edge of the screen.

Bomb:
This capsule destroys the next brick that you hit and damages nearby bricks.

Life:
This capsule gives you an additional life.

BrickBreaker scoring

Catching a capsule:
50 points

Shooting a brick with the gun:
50 points

Hitting a brick with the ball:
10 points

Shooting a brick with the laser:
5 points

Damaging a brick with a bomb:
5 points

Play BrickBreaker

- To move the paddle, roll the trackball.
- To release the ball in catch mode, press the **Space** key.
- To shoot the laser or gun, press the **Space** key.

Adjust the volume

- To increase the volume, press the **Volume Up** key.
- To decrease the volume, press the **Volume Down** key.

Set the paddle speed

1. On the Home screen or in a folder, click the **BrickBreaker** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Perform any of the following actions:
   - To set the paddle speed, set the **Paddle movement speed** field.
   - To accelerate the paddle as you roll the trackball, select the **Paddle acceleration** check box.

5. Press the **Menu** key.
6. Click **Save**.

Submit a score to the BrickBreaker high score web site

1. On the Home screen or in a folder, click the **BrickBreaker** icon.
2. Press the **Menu** key.
3. Click **Send High Score**.

Check the high scores on the BrickBreaker web site

1. On the Home screen or in a folder, click the **BrickBreaker** icon.
2. Press the **Menu** key.
3. Click **High Scores**.

Glossary

ADN
An abbreviated dialing number (ADN) is a short telephone number, such as 911 or 112, that is used to reach public services.

APN
access point name

BCC
blind carbon copy

BlackBerry enabled device
A BlackBerry enabled device is a device with BlackBerry® Connect™ software, a device with BlackBerry® Built-In™ software, or a device that is running the BlackBerry® Application Suite. BlackBerry enabled devices provide users with access to BlackBerry device applications and BlackBerry services.

BlackBerry MDS
BlackBerry® Mobile Data System

CC
carbon copy

certificate
A certificate is a digital document that binds the identity and public key of a certificate subject. Each certificate has an corresponding private key that is stored separately. A certificate authority signs the certificate to indicate that it is authentic and can be trusted.

CMIME
Compressed Multipurpose Internet Mail Extensions

CRL
certificate revocation list

CRL server
A BlackBerry® device uses a CRL server to check the most recently published revocation status of a certificate. Certificate authorities publish certificate revocation lists on CRL servers.

DNS
Domain Name System

DSA
Digital Signature Algorithm

EAP-FAST
Extensible Authentication Protocol Flexible Authentication via Secure Tunneling

EAP-SIM
Extensible Authentication Protocol Subscriber Identity Module

EAP-TLS
Extensible Authentication Protocol Transport Layer Security

EAP-TTLS
Extensible Authentication Protocol Tunneled Transport Layer Security

ECC
Elliptic Curve Cryptography

FDN
Fixed Dialing Number

FIPS
Federal Information Processing Standards

GPS
Global Positioning System

HTTP
Hypertext Transfer Protocol

IMSI
International Mobile Subscriber Identity

IP
Internet Protocol

LDAP
Lightweight Directory Access Protocol

LDAP certificate server
A BlackBerry® device uses an LDAP certificate server to search for and download certificates and PGP® keys.

LED
light-emitting diode

mass storage mode
Mass storage mode enables users to transfer files between a media card and their computer when they connect their BlackBerry device to their computer.

MCC
mobile country code

MMS
Multimedia Messaging Service

MNC
mobile network code

OCSP
Online Certificate Status Protocol

OCSP server
A BlackBerry® device uses an OCSP server to check the revocation status of a certificate on demand.

PEAP
Protected Extensible Authentication Protocol

personal certificate
A personal certificate is a certificate that a certificate authority assigns to a user.

personal PGP key
A personal PGP® key is made up of a PGP public key and PGP private key for a user.

PIN
personal identification number

private key
A private key is a key that only the certificate subject can use. Private key information is not distributed publically. BlackBerry® devices use private keys to sign email messages or PIN messages that users send and to decrypt email messages that users receive.

public key
A public key is a key that people other than the certificate subject can use. BlackBerry® devices use public keys to encrypt email messages or PIN messages that users send to certificate subjects and to verify the signature on email messages or PIN messages that users receive from certificate subjects.

root certificate
A root certificate is a self-signed certificate and usually belongs to a certificate authority.

RTSP
Real Time Streaming Protocol

SAN
subject alternative name

SDN
A service dialing number (SDN) is a number that is preloaded on your SIM card by your wireless service provider that you can use to access information about your device service, such as the current call forwarding status.

SHA
Secure Hash Algorithm

SIM
Subscriber Identity Module

S/MIME
Secure Multipurpose Internet Mail Extensions

SMS
Short Message Service

SMSC
Short Message Service Center

SSID
service set identifier

SSL
Secure Sockets Layer

TCP
Transmission Control Protocol

TLS
Transport Layer Security

Triple DES
Triple Data Encryption Standard

TTY
teletype

VPN
virtual private network

WAN
wide area network

WAP
Wireless Application Protocol

WEP
Wired Equivalent Privacy

WML

Wireless Markup Language

WPA
Wi-Fi Protected Access

WTLS
Wireless Transport Layer Security

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